

Customers

Q) How do I shortlist suppliers?

Spark: the Technology Innovation Marketplace is hosted on the Dynamic Purchasing System Marketplace and found under the [Supplier Registration Service](#). From here you will need to choose "Access as a buyer" and confirm your acceptance of the customer access agreement before you can use the filters to create a supplier shortlist. Please read the Customer guidance (available in the attached documents) for comprehensive details about how to conduct a call for competition.

Q) How long is my shortlist valid for?

We recommend that you use your exported supplier shortlist within 2 working days, as new suppliers may be added at any point, thus changing the list of suppliers eligible to complete

Q) Can I direct award?

No you must follow the purchasing process detailed within the RM6094 Spark The Technology Innovation Marketplace Customer Guidance

Q) What kind of financial due diligence has CCS done on suppliers on the RM6094 Spark The Technology Innovation Marketplace DPS and what do I need to do as a buyer?

We will undertake an assessment of a supplier's economic and financial standing using the DUNS number (as provided by Dun and Bradstreet) for their organisation which they input when registering on the SRS registration system at the following link:

<https://supplierregistration.cabinetoffice.gov.uk/organisation/register>

The report provided by the credit reference agency (Dun and Bradstreet) will be used to determine the level of financial risk the supplier represents.

If the score

provided by the credit reference agency is 60 or more, then their Request to participate will continue to proceed in the DPS Selection process.

If the score is less than 60, further analysis of audited accounts will be undertaken before the supplier is awarded a place or not. If the risk is still too great, a supplier will be asked to provide a financial guarantor who will be subject to the same checks.

Q) Where can I get a copy of the template contract order form and template contract terms for the RM6094 Spark The Technology Innovation Marketplace DPS?

You will find a copy of this both on the CCS [Spark DPS Webpages](#) or within the Supplier bid pack on the [Supplier Registration Service](#)

Q) Is there a minimum term for the contract entered into between the customer and the supplier?

There is no minimum term for the call off contract

Q) Can I let a call off contract for 5 years from the start?

No, the maximum duration of the initial term is 3 years and the maximum duration of call-off contracts under the agreement is 5 years which includes any extensions.

Q) Are the terms negotiable?

The DPS Agreement terms aren't negotiable. However the Call-off terms can be altered by the customer. Any alterations should be made prior to the customer's tender being issued and will not be material changes.

Q) Is there a total limit on call-off value?

The OJEU notice has been published with a maximum value of £650m, this is the upper limit of our expected spend through the agreement.

Suppliers

Q) Do you need one contract example for Radical Innovation and one for Disruptive to apply for the Spark The Technology Innovation Marketplace DPS?

No, you need one example for either, not both.

Q) Once I have “agreed” my DPS Agreement, is there anything else I need to do as a supplier?

No, you will then have a status of “appointed” and can appear in customers' shortlists, depending on their requirements and whether the filters a customer applies matches those you applied to provide

Q) I have been successful in applying to the Spark Technology Innovation Marketplace DPS and want to issue a press release, what should I do?

Please send any press release you wish to issue to info@crowcommercial.gov.uk for them to review the wording .

The below link provides the CCS logos and guidance on marketing [Crown Commercial Service supplier logo and brand guidelines](#)

Q) I have been successful in getting onto the Spark Technology Innovation Marketplace DPS and want to amend my supplier details (contact name and email address). How do I do this?

You are able to update your responses as described in the sections below, however please be aware that all bidders who update their service requirements will re-enter into the 'assessing' stage, to enable us to monitor changes to submissions to ensure an effective audit trail.

Once you have completed the update answers process, we will contact you by email from info@crowcommercial.gov.uk to confirm approval of the requested change and to advise that your status is in 'agreeing' stage. You are then required to complete an electronic sign off within the supplier registration service portal as directed.

Following completion of above, your status will revert to 'appointed'.

Further details are provided on page 19 of the “READ FIRST RM6094 Spark DPS Needs document” found in the bid pack

Q) Once appointed to the SPARK DPS will suppliers have the ability to add/update Subject Area and Delivery Method as new products become available?

Yes - the supplier will be able to update their responses to the filter questions in the DPS selection questionnaire to reflect changes in capability.

Q) I am having issues with RMI and have not been receiving my invoices. Who do I need to inform?

Please inform the CCS Financial team by emailing ccsfinance@crowncommercial.gov.uk

Do I need Cyber Essentials to bid?

You need to commit to attaining Cyber Essentials and to have been certified for it ahead of entering into your first call-off. More details on Cyber Essentials and its necessity within our customer base can be found here <https://www.gov.uk/government/publications/procurement-policy-note-0914-cyber-essentials-scheme-certification>

Q) Is it just the prime contractor who needs to have Cyber Essentials accreditation in order to be successful in applying to the Spark the Technology Innovation Marketplace DPS?

All proposed sub-contractors must also meet the Cyber Essentials accreditation requirement for your application to be successful.

Q) I have Cyber Essentials Plus, does this meet the needs?

Yes, suppliers with Cyber Essentials Plus meet the requirement to have at least Cyber Essentials.

Q) Will customers requirements be openly published like in DOS?

Customers need to invite all suppliers identified via their filter selection. All customers should also publish opportunities and contract details via ContractsFinder where appropriate. <https://www.gov.uk/government/publications/procurement-policy-note-0716-legal-requirement-to-publish-on-contracts-finder>

The DPS does not currently use the Digital Marketplace for the call-off process.

Q) Will all parties on the DPS be invited to bid for call-offs?

All suppliers identified through a customer's filter selection will be invited to participate initially. The customer may use a multi-stage process to further refine the supplier list prior to a final tender.