



# Spark: The Technology Innovation Marketplace

Supplier Guidance (RM6094)



Crown  
Commercial  
Service

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# 1

## Overview

**This Spark supplier guide contains all the information that suppliers should need to constructively engage with CCS and the Supplier Registration Service, as well as to successfully manage their Spark offerings.**

**Section 2** explains how Spark came about and what it is designed to do.

**Section 3** gives suppliers an overview of how to apply to Spark.

**Section 4** addresses the major contractual obligations that suppliers have in terms of the DPS agreement. It is imperative that suppliers familiarise themselves with these topics.

**Section 5** describes the relevant processes around updating supplier service offerings.

**Section 6** provides an overview of how customers use Spark and run further competitions - we have found that it is useful for suppliers to be informed about the customer's point of view, as it may provide valuable insight to suppliers.

**Section 7** provides information about additional support that is available and communication channels.

**Section 8** provides contact details

*We trust that you will find this document helpful.*

**The Spark team**

## 2

## What is Spark: The Technology Innovation Marketplace?

**Spark:** The Technology Innovation Marketplace has been established to enable government and the wider public sector to access new and emerging, proven 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.

The marketplace is facilitated by a Dynamic Purchasing System (DPS) hosted on the Supplier Registration Service that enables customers across both Central Government and the Wider Public Sector to access genuine innovation and provides suppliers a compliant route to market which is adaptable as their capabilities change.

The DPS uses a filter system that helps customers find and shortlist relevant suppliers. The filter system includes defined technology areas, developed with customer input, and focuses on emerging technologies predicted to have the largest impact over the next 2 to 5 years.

The two main filters are problem area and technology type but customers can also filter by location and security classification.



# 3

## How to apply to Spark: The Technology Innovation Marketplace

### When to apply

Suppliers may apply to be part of the marketplace at any time throughout the lifetime of the DPS and identify their areas of expertise as part of the application process. There are no time constraints.

Although the intended duration period of the DPS agreement is 3 years, and there is the option to extend by up to 12 months, in reality CCS is likely to run it for an initial 2 years and then review the filter system and technologies covered and add in new technologies and remove some that are considered mature at that point.

We will need to allow a transition period for products to move to an alternative framework if the product type is removed from the next version of Spark. There is some contingency built in to allow this transition.

### Eligibility

Spark is open to suppliers of all sizes. You do not need to be based in the UK to provide services.

Successful suppliers need to demonstrate their ability to offer suitably innovative products that meet either of the following 2 definitions:

**A radical innovation** offering a new product, service, process or strategy introduced into a market, designed to make a significant impact by completely replacing existing technologies and methods. For example streaming services replacing video rental stores.

**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. For example, light emitting diodes (LEDs) replacing traditional light bulbs.

Please refer to the Customer Needs document within the Bid Pack on the Supplier Registration Service for a detailed list of the categories and sub-categories in scope for Spark, from which you must select the ones that are relevant to your service offering.

You can update these as your capabilities change.

### How to apply

Suppliers must register on the GOV.UK Supplier Registration Service (CCS' electronic platform for this DPS) [Spark supplier registration](#)

Suppliers must also register on the CCS esourcing tool to ensure their organisation is appointed to Spark and that they are invited to customer call off competitions [CCS esourcing tool guidance for suppliers](#)

Once you have registered on the GOV.UK Supplier Registration Service, you can begin your application to Spark, which must be completed on the Supplier Registration Service. A pdf of the Selection Questionnaire questions is provided in the Bid Pack for reference only.

Please note however that you do not need to register to:

- access and download the Bid Pack
- view all clarifications that have been raised and the answers that have been given since the DPS went live
- see which suppliers have already been appointed to Spark

The above can all be viewed and accessed here:

[Spark bid pack, clarifications and suppliers](#)

To complete your application to Spark, you must:

1. read the DPS Needs (instructions) and Customer Needs (specification)
2. complete the online selection questionnaire. Note that you are not required to complete a separate selection questionnaire for each service offering (if you are providing more than one)
3. submit one contract example (which must relate to at least one of the technologies listed in the Customer Needs document)
4. provide a letter of confirmation of works from a customer - attachment 8 of the Bid Pack

Note that in order to appoint a supplier to this DPS, CCS does not evaluate forward looking “award” criteria. This includes price. Pricing is developed by the customer at competition stage and you are therefore not required to submit a rate card or complete a pricing template as part of your application to the DPS

Some suppliers may also need to submit:

5. additional subcontractor details (only if you will be using more than 35 subcontractors) - attachment 4 of the bid pack
6. group of economic operator details (only if you are the lead member in a group of economic operators applying to Spark) - attachment 5 of the bid pack.

Supporting documentation to familiarise yourself with prior to submitting your application includes:

- terms and conditions
  - The DPS agreement (between you and CCS)
  - The call off order form and contract terms (between you and the customer) - attachment 6 of the bid pack
- response guidance for the contract example - attachment 7 of the bid pack
- the Spark products and services matrix - attachment 1 of the bid pack

Note that the DPS is organised into 4 distinct categories and when applying suppliers must indicate which subcategories and services they are able to bid for in order to be invited to relevant customer competitions.

- templates to use if you are appointed to Spark
  - MI reporting template - attachment 2 of the bid pack
  - case study template - attachment 9 of the bid pack
- financial assessment template (this is for information only and does not need to be completed) - attachment 3 of the bid pack

## Asking questions

You can ask (clarification) questions about the procurement at any time throughout the lifetime of the DPS, pre and post appointment. The best way to do this is by submitting them through the Supplier Registration System supplier messaging system. However you can also submit questions to the CCS mailbox address [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk) All questions and answers will be published on the Supplier Registration System.

If you feel that a particular clarification question should not be published, you must tell us why when you ask the question. We will then decide whether or not to publish the question and the response or return a response to you confidentially via the DPS Marketplace.

## What to expect once you have submitted your application

Once a supplier has submitted their application to Spark, the process to assess and appoint a supplier to the marketplace may take up to a maximum of 15 days. While a supplier is applying their status within the DPS will be “assessing”.

Assuming that you meet all the mandatory selection criteria, your status will change to “agreeing” and you will need to reenter the supplier registration system to agree to the DPS agreement terms and conditions. The terms of the DPS agreement are not negotiable.

Note that once you have clicked on the "agree" link you will be presented with a non watermarked version of your Spark DPS Agreement on the SRS system. You will have the option to download your non watermarked Spark DPS agreement for your records. Please note that if you choose not to download it at this stage, you will not be able to do so again once appointed, unless you choose to update your answers.

Once you have agreed to the DPS Agreement terms and conditions, your status will change to “appointed”. A CCS commercial agreement manager will then be in touch with the individual who completed the application to commence the supplier onboarding process and you will be eligible to participate in customer competitions, should you appear in their shortlists.

The agreement can be used for any size of project. There is no minimum or maximum call-off value. However the OJEU notice has been published with a maximum value of £650million. This is the upper limit of our expected spend through the agreement.

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

If you do not meet all of the mandatory selection criteria, your status will change to “not appointed” and you will be given feedback about your application so you can repeat your application, taking the feedback into account, should you wish to.

# 4

## Supplier - CCS contractual obligations

### Management Information (MI) Reporting

As a Spark supplier, you are contractually obliged to provide complete and accurate Management Information (MI) to CCS on a monthly basis using MI reports and the CCS Management Information System (RMI).

The MI must be reported throughout the term of the DPS agreement and thereafter until all call off contracts have expired.

The MI reporting template can be found as attachment 2 of the bid pack or in annex 1 of schedule 9 of the DPS agreement. The format of the MI report template must not be amended.

All Spark suppliers will receive an email from the CCS MI team 4 or 5 days before the 1st of the month in which they are expected to start reporting MI the first time a report is due.

Suppliers who are new to CCS will also receive an email with their login details to RMI. Existing suppliers will have Spark added to the list of agreements they report on.

Suppliers must report on each order (call-off contract) and/or variation and/or extension agreed with a customer. This must only be done:

- once
- against the month within which it was agreed with a customer during the next available MI submission window
- on the contracts sheet found in the MI template (on the left tab in the screenshot below)



Suppliers must also report on each invoice raised or submitted to a customer against any Spark business conducted in the month after they occur on the “invoice raised sheet”, also depicted in the above screenshot.

Suppliers must submit the MI report by the 5th day of the following month, or the nearest working day before the 5th day if it’s a weekend or public holiday.

If there has been no activity in a particular month, suppliers must “report no business”.

A supplier failing to submit MI reports (including reporting no business) where applicable twice within a 6 month period or twice in a row may be suspended from the DPS agreement or may be charged a default management levy.

You will receive multiple reminders each month about the need to report management information. If the person receiving the email is no longer responsible for reporting MI or they leave your organisation, please notify the MI collections team at [report-mi@crownccommercial.gov.uk](mailto:report-mi@crownccommercial.gov.uk) and provide them with updated contact details. There is no limit to the number of contacts a supplier can have for RMI. The email address provided above should also be used for any other RMI related queries.

Training and support is available for new users. If you require assistance, please don’t hesitate to get in touch, using the above email address.

A link to the collection tool and other useful resources is available on the [CCS supplier guidance web page](#)



## Management charge

Suppliers must pay CCS the management charge for setting up and running the marketplace. The management charge is currently set at 1% of all charges invoiced to customers.

CCS will submit its own invoices to suppliers for the management charge due each month based on invoice-related MI values provided by suppliers, which must then be paid by suppliers within 30 days of the date of the invoice.

The management charge applies to the full charges specified in each invoice raised by a supplier. For invoices raised by CCS, suppliers must pay VAT on the management charge.

## Audits

Suppliers may from time to time be subject to audits and are expected to use reasonable endeavours to provide audit information that is within scope without delay and provide auditors access to all relevant staff.

Suppliers must also provide CCS with a complete annual self audit certificate on the anniversary of the date on which they were appointed to Spark. The self audit certificate must be signed by an authorised member of the supplier's management team or by the supplier's external auditor. The Spark category manager will liaise with suppliers about this closer to the time the self-audit certificate is due.

The self audit certificate is based on tests completed against a representative sample of transactions (10%). It assures that orders and invoices are completely and accurately reported via RMI and any orders placed outside of the DPS are correctly identified as such.

The self audit certificate needs to be supported by an audit report, detailing the methodology applied to complete the review, the sampling techniques applied, details of any issues identified and remedial action taken.

## Case studies

You must provide CCS with a case study relating to the innovation provided through Spark to the customer upon entering your first call-off contract.

You must also provide one further case study annually if at least one further call-off contract is entered into. However you may provide as many case studies as you would like to.

A case study template can be found as attachment 9 of the bid pack.

The template provides guidance about the detail required e.g.

- the requirement: what the customer wanted to achieve, what challenges they faced, what goals they had and why they chose CCS
- the solution and how using the DPS helped the customer to get over their challenge and solve the problem
- the results (benefits) realised
- how customers can find out more

CCS' communications and marketing team will help you to finalise the content and will publish case studies in customer newsletters as part of their marketing of Spark and share them on LinkedIn.

## Insurance certificates

Suppliers are asked as part of the application process to Spark to confirm that they have the following insurance:

- Employer's liability (minimum £5m)
- Product liability (minimum £1m)
- Professional indemnity (minimum £1m)

Once appointed to Spark, the Spark category manager will then email the individual who submitted the application and request copies of the insurance certificates.

Before the expiry of each certificate, the Spark category manager will contact you to request an up to date valid insurance certificate.

As part of their compliance checks, customers may also request to see your insurance certificates and you will be notified of this through the supplier registration system.

## Cyber essentials scheme certification

Suppliers are asked as part of the application process to Spark to confirm whether their organisation has cyber essentials or cyber essentials plus certification.

Suppliers do not need to have cyber essentials certification in order to be appointed to Spark. However they do need to produce evidence of a valid cyber essentials scheme basic or plus certificate before entering into a call-off contract with a customer.

Note that all proposed sub-contractors must meet the cyber essentials accreditation requirement as well.

Details of the cyber essentials scheme can be found here: [Cyber Essentials Scheme](#)

Once appointed to Spark, the Spark category manager will email the individual who submitted the application and request a copy of the cyber essentials certificate, if you indicated that you have one.

Before the expiry of the certificate, the Spark category manager will contact you to request an up to date valid certificate.

As part of their compliance checks, customers may also request to see your cyber essentials scheme certificate and you will be notified of this through the supplier registration system.

## Continuous improvement plan

You must submit an up to date continuous improvement plan annually to the Spark category manager relating to all customer call-off contracts entered into under Spark.

The initial plan is to be submitted within 90 working days of the first order (call-off contract) or 6 months following the date on which you were appointed to Spark, whichever is earlier.

Once approved by CCS, you must implement any agreed deliverables in accordance with the plan.

The plan should cover, as a minimum, proposals in respect of:

- identifying the emergence of new and evolving technologies which could offer improvement
- measuring and reducing sustainability impacts of your operations
- identifying opportunities to help customers to meet their sustainability objectives

## Replacing or engaging new key sub-contractors

You must obtain prior written approval from CCS and your customer(s) before replacing or engaging new key sub-contractors.

You must also provide the following details relating to the proposed sub-contractor to be engaged or to replace another :

- key subcontractor's name, registered office and company registration number
- scope/ description of the goods / services to be provided
- key sub-contractor's credit rating threshold



# 5

## How suppliers access and utilise the Supplier Registration Service

Suppliers' first point of contact with the supplier registration service for Spark is when they register (if they haven't already got a supplier registration service account) followed by signing in to apply to the Spark DPS. Thereafter suppliers will also sign in to the supplier registration service in order to make updates to their service offering.

### Updating your service offering detail and contact details

If your organisation is successfully appointed to the DPS, you can update your answers and/or contact details provided in the 'quality assessment – section 2' only of the DPSQ section of the selection questionnaire.

To update your answers in the above section, select the 'view' option on your DPS submission, which can be located on 'your dashboard' by setting your 'questionnaires' filter to 'Spark DPS', and your 'status' filter to 'appointed'.

By completing the above process, you will be navigated to an overview of your answer sheet, where you are required to select 'update Spark DPSQ' from the 'options' section on the right hand side of the screen.

All your previous answers will be pre-populated and you can navigate through the DPSQ, where you can amend your response(s) as appropriate and re-submit your submission to CCS.

You will enter into the 'assessing' status, so that CCS can undertake the necessary review of your updated responses to the SQ. Note if your updated responses are accepted by CCS, you will enter into the 'agreeing' status and you will need to agree to the Terms and Conditions again.

The screenshot below shows an example (from another DPS Agreement) of what your application on the SRS system will look like, you can see that the blue status box is showing the current status of the application as 'agreeing'. You now need to select the 'agree' link on the application.

The screenshot displays the SRS interface for a supplier application. At the top, there are tabs for 'Profiles' and 'Buyers'. Below this is a search bar with the placeholder text 'Search name or description'. Underneath the search bar are three dropdown menus: 'Questionnaires' (set to 'Passenger Transport Sc'), 'Status' (set to 'Any'), and 'Sort by' (set to 'Name A-Z'). The main content area shows the application ID '1548684010' and a blue 'AGREEING' status box. Below this, the profile details are listed:

Profile	Passenger Transport Solutions DPS
ID	DPS2609
Description	TEST
Score	-
Created	28/01/19 14:00
Last edited	28/01/19 15:23
Assigned user	-

At the bottom right of the application details, there are four links: 'Agree', 'Update DPSQ', 'View', and 'Share'.

Just as you did during your application to the Spark DPS, once you have clicked on the 'agree' link you will be taken to the "confirm DPS agreement" page. If you are happy to progress, you then check the 'I agree' box and click on the orange highlighted 'join DPS' link. This will now change your status to 'appointed'.

### Updating your supplier profile information

The supplier profile information is not detailed on the supplier registration service. The supplier profile information is requested by CCS as part of the supplier onboarding process and is used by CCS to help market suppliers and the innovation that they offer to customers. It will be publically available on the CCS Spark webpage under the documents tab. To update your supplier profile information, please email either [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk) or contact the Spark category manager directly

### Updating your company information

In cases where a supplier's trading or company registered name changes, but the DUNS number and company registered number remain the same, the name change will first have to be done through Dun and Bradstreet. Once you have updated your name via D&B it should automatically update your company name for this DPS.

In cases where the registered company name and registration number or DUNS number need to be changed, we will need to determine whether a novation needs to take place. Therefore, suppliers need to email [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk) with Spark DPS company name, registration number and DUNS number change as the title to initiate the process.

In cases where the company registered address changes, please email [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk) with Spark DPS company address change as the title.

### Retrieving a lost password for your supplier registration service account

Any Spark supplier with a supplier registration service account can retrieve a lost password by selecting "access as a supplier" from the Spark home page and clicking on "forgotten your password" and entering the email address that they use to log in to their supplier account.

### Reporting technical issues relating to the supplier registration service

All queries of this nature need to be directed to [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk) CCS will contact NQC (the owners of the supplier registration service) on your behalf and see the issue through to resolution.

# 6

## The customer's point of view

It can be very useful for suppliers to know how customers can and should utilise the supplier registration service. We therefore provide an overview of the buying process.

### Creating a shortlist of suppliers

Customers first access the supplier registration service when they wish to create a category export report (a shortlist of suitable suppliers). Having registered as a buyer first, customers should navigate to the Spark homepage where they should select “access as a buyer” Customers will then need to confirm acceptance of the customer access agreement by ticking a box and clicking on “confirm”. They must do this each time they wish to create or update a category export report.

Customers should then click on “create category export report” There is advice that explains that because the dynamic purchasing system allows suppliers to join at any time, category export

reports are valid for 2 working days only. After this time, customers can click on “update” to refresh their category export report.

When creating a category export report, customers should use the 4 filters to reflect their specification and create their supplier shortlist. They should not be filtering on supplier name.

Guidance is provided to customers explaining that where a problem could be solved by different technologies, customers should include all suppliers that could solve the problem for them.

During their application suppliers would have been asked to indicate which categories and services (within the filter system) they were able to bid for in order to be invited to the relevant customer further competitions.



#### Spark

This DPS is for emerging technologies and will enable Central Government and the Wider Public Sector to access genuine technology innovation and provides suppliers a route to market which is adaptable as their capabilities change. The benefits of the DPS are:
 

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

 Suppliers, please click on 'bid pack' below and read the DPS needs document first, prior to commencing your application for the DPS. Customers, please click 'Access as buyer' below to learn more and start using the DPS.

To join this DPS, view current suppliers or access more information, use the links below.

[Bid pack](#)
[Clarifications](#)
[64](#)
[View suppliers](#)
[Access as a buyer](#)
[Access as a supplier](#)

Your search returned 28 suppliers

**A. Supplier name**

**6POINTS CLOUD GATEWAY LIMITED**  
D-U-N-S-B number: 22288237  
City: London

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**ACCENTURE (UK) LIMITED**  
D-U-N-S-B number: 73493907  
City: LONDON

---

**AFFINTEXT (UK) LIMITED**  
D-U-N-S-B number: 28679406  
City: CANTERBURY

---

**ATCOM LTD**  
D-U-N-S-B number: 27074605  
City: LONDON

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**Recrypt Limited**  
D-U-N-S-B number: 42340587  
City: London

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**BUS LIMITED**  
D-U-N-S-B number: 34891401  
City:

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**CINEON TRAINING LIMITED**  
D-U-N-S-B number: 28074964  
City: KETER

---

**CNC ROBOTICS LIMITED**  
D-U-N-S-B number: 28679402  
City: Seattle

---

**CODEBASES LIMITED**  
D-U-N-S-B number: 77342302  
City: Stevenage

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**CONNEX LIMITED**  
D-U-N-S-B number: 77002827  
City: HULL

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**CORE SYSTEMS (NI) LIMITED**  
D-U-N-S-B number: 22389072

**A. Subject Area**

Search:

Corporate (back office)

Finance

HR

Customer Service

Facilities

Data

Transport

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**A. Delivery Method**

Search:

Internet of Things (IoT)

Devices (Things)

Applications

Data Management Platforms

Security

Connectivity

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**A. Location**

Search:

Once a customer has ticked all the filters that apply they should click on the green “filter” button and then click on “save category”. They then need to name their category export report in the “category name” box and click “save category”.

The report summary details all the filters they selected, the date it was created, by whom and the number of the suppliers in the shortlist, as well as providing a reference number.

Customers should then click “export” and select “continue” to view a csv file of the shortlisted suppliers’ names and contact details.

Note that customers would navigate back to their category export report to update the report if they did not use it within 2 working days and to request evidence of supplier’s certification after running a further competition, before they enter into a contract with the successful supplier.

## Buying process

As Spark: The Technology Innovation Marketplace is hosted on a dynamic purchasing platform, customers may only conduct further competitions. Direct awards are not in scope.

## Pre Tender Market Engagement

Once customers have created their shortlist of suppliers, they may choose to run a Pre tender market engagement (PTME) exercise before commencing their further competition. This is an optional element for customers.

This enables customers to:

- ensure the market has a clear understanding of their requirements,
- further shape their specification,
- gather ideas on new innovations
- understand if there are any changes within the market that may influence their requirements.

Customers may choose to contact suppliers in a variety of ways. For example you may be emailed, invited to an event to discuss the customer’s requirement or issued with a formal request for information.

Customers should provide suppliers with a draft specification when they run their PTME.

Spark DPS

Description	--
Requirements	<b>Test 2</b>
Created	<b>17/09/19</b>
Created by	<b>Lucy McCormack</b>
Suppliers	<b>25</b>
Reference	<b>2529</b>

[Export](#)
[Request evidence](#)
[Update](#)
[Archive](#)

It is up to suppliers whether they choose to respond and regardless of whether they respond to the PTME, all shortlisted suppliers should have the option to bid when customers issue either their capability assessment or further competition. The PTME stage is not about refining the shortlist.

Feedback from the PTME exercise should be used to finalise a customer's specification. Before publishing their final specification, along with all other relevant documents, the customer should ensure they have updated their category export report to refresh their shortlist on the supplier registration service.

The timescales for customers' further competitions may vary. CCS advise that ideally customers should allow between 6-8 weeks from the point of issuing their further competition to contract award. However the process should be proportionate to the value and complexity of a customer's requirement.

### Capability assessment

Some customers may choose to start their further competition using a capability assessment. This is an optional element. The capability assessment can be used to help customers to identify which suppliers from their shortlist are going to be the most suitable. Customers may choose to run a capability assessment to refine their shortlist or assess if any suppliers are capable of meeting their requirements.

Customers may choose to use a series of "yes" or "no" questions that are mandatory for suppliers to pass to get to the written stage of the further competition. Customers should only use questions that relate to key requirements and not those that they wish to score once the written proposals are received from suppliers.

Customers may invite suppliers by email or by using either their own e-tendering portal or CCS' esourcing tool. This is the reason that when suppliers apply to be part of Spark, they are asked to register on CCS' esourcing tool to ensure they are invited to all relevant customer further competitions.

### Inviting suppliers to a further competition

When customers issue their final specification, along with all other relevant documents, it must be issued to all shortlisted suppliers unless they have been deselected through a capability assessment or chose not to engage in the capability assessment.

Customers must invite the supplier contact listed in their exported shortlist so please ensure that your contact details are up to date on the Supplier Registration Service to ensure that you are included in the further competitions.

You should expect customers to state that the competition is being run through CCS Spark: The Technology Innovation Marketplace agreement (RM6094) at the start of their competition documents.

You should also expect to see details of the evaluation criteria and weightings, a clarification period for asking questions and a deadline for responses and whether there will be a face to face presentation and what format this will take.

If customers are including a presentation, they should specify the maximum number of suppliers they will invite to the presentation and/ or the minimum score required to be included in the next stage within their specification. The weighting for the presentation (if a presentation is to be used) must be published in the customer's call for competition from the outset.



## Face to face presentation stage

If a customer chooses to hold presentations, they will have outlined in their tender documentation how suppliers will be selected for them. Suppliers who were unsuccessful at the written stage will receive feedback from customers, while those who were successful will be invited to present their proposal as an opportunity for face to face dialogue.

You should expect to receive details about the structure of the presentation, who should be in attendance, who will be on the customer's evaluation panel and their role in the organisation/project in advance of the presentation in order to allow you to prepare.

The face to face presentation will allow you to present more detailed proposals and answer any specific questions customers may have regarding your written response. It is also a great opportunity for the customer to meet your operational team and better understand the skills and expertise they will bring to the customer's project.

## Awarding the call off contract

After evaluating the presentations and calculating who the successful supplier is, each customer may choose to conduct a compliance check before awarding their call off contract. This means the customer can request evidence of contract examples, insurance and cyber certificates provided by you on the marketplace.

To do this, the customer will need to log-in to the marketplace and navigate back to their saved search. They then need to find the supplier they wish to see further information for and click on 'see evidence'.

The customer must agree not to disclose or permit the disclosure of any of the information provided by the supplier to any other person without obtaining prior written consent from the supplier.

If it is you who the customer wishes to request evidence from, you will be sent a notification and you can then grant the customer access to see the evidence.

The customer must notify all participating suppliers of the final outcome of the further competition, providing them with constructive, written feedback, including a full breakdown of their scoring. Feedback comments should be objective and link back to the evaluation criteria to help you understand how you can improve for future opportunities.

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

Customers must use the Spark order form and contract terms to create their contract, which is aligned to the contract terms set out in the agreement.

There are some sections of the contract that customers can alter depending on their 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 as to how to fill in the relevant sections.

# 7

## Communication, support and training

### Giving feedback to CCS

If you wish to get in touch, either with queries or feedback, please email [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)

Spark is an alpha service and we are learning. We welcome and capture your feedback as to what changes you would like to see in future iterations of Spark. Any feedback will receive due consideration, although no guarantees can be made that a particular change will be affected.

### Talking about being a supplier on Spark

When you have been appointed as a supplier onto Spark, you can start to promote the fact that your services are available to prospective public sector customers.

When you do, please ensure that you adhere to the supplier marketing toolkit, which includes CCS logos and guidance. To request a copy please contact the Spark category manager or email [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)

You should ensure that any documents produced are produced in a variety of formats to ensure that they are accessible to all.

CCS approval is required for any marketing and promotional activity using any media and when using CCS' name. For approval please contact the Spark category manager or email [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)

CCS will also produce marketing material and may ask you to supply current information to help market you and the innovation that you offer.

For example newly appointed suppliers are asked by the Spark category manager to provide a supplier profile, summarising the innovation they provide through Spark and how this could help customers. The supplier profiles will be published on the CCS Spark webpages. They may also be included in future blogs which can be included within the CCS customer newsletters and shared on LinkedIn.

CCS will promote new technologies and suppliers on the DPS in a variety of ways including via:

- Social media
- External press
- Email
- Customer newsletters

### CCS' communication with you

A Spark supplier newsletter for all live (non-suspended) suppliers on Spark is published on a quarterly basis to all individuals who have provided their contact details to the Spark category manager.

Please ensure that you inform the Spark category manager if an individual leaves your organisation and/or if a new individual joins and should be receiving the newsletter.

Copies of the newsletter can also be found under the "documents" tab of the [CCS Spark webpages](#).

Twice a year CCS intend to host Innovation forums to which both Spark suppliers and customers will be invited to:

- Exchange knowledge
- Showcase suppliers that have joined the Spark DPS
- Develop a pipeline of customer requirements

### **Supplier support and training**

Further support and training is provided through scheduled monthly webinars for new, interested suppliers, for suppliers who have been successful in joining the DPS and for customers.

Webinar slides and Q&A are published on the CCS Spark webpages. To register for a webinar please go to [Eventbrite](#).



## Contact us

If you have any questions or queries relating to Spark please contact our helpdesk for further support on:

**0345 410 2222**

**[info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk)**

**[www.crowcommercial.gov.uk](http://www.crowcommercial.gov.uk)**

 **@gov\_procurement**

 **Crown Commercial Service**

**Lucy McCormack - Spark Category Manager**

**Rob Whitehead - Senior Category Lead Technology Products & Services**

**Peter M Kirwan - Deputy Director Technology and SRO for Spark**