

RM6094 Spark Q3 November 2019

Welcome to the second edition of the *Spark supplier* newsletter. This newsletter will be published on a quarterly basis to all Spark suppliers and will provide news and updates from the Spark team.

Spark Overview

We continue to promote Spark to customers. Since issuing the last newsletter, we have met with Central Government customers including MHCLG, DWP and HMCTS. We also presented to Innovate UK and London Borough Council Heads of Procurement at the London Procurement Network.

CCS presented Spark at Digitech on 19th November, at which over 200 customer organisations attended. The team have arranged a customer specific knowledge share forum on 5th December. This is to share knowledge and best practice from other customers regarding their experiences, in particular with Pre Tender Market Engagement. We will be discussing customer innovation requirements and how Spark could be used as a route to market to meet customer requirements too.

As of 21st November, 40 suppliers have been appointed to Spark and 75% are SMEs.

Spark webinars for newly appointed suppliers

We offer monthly webinars for suppliers appointed to Spark. If you have not yet attended a webinar, please make every effort to do so. The webinars cover many topics including:

- How do customers award contracts?
- What to expect when you join the DPS
- Supplier contractual responsibilities
- Working together
- Support and training, feedback and communication

You will need to register to attend a webinar. Registration closes 2 days before each webinar. You will receive a link to access the webinar by email the day before it takes place. The webinar is not recorded but we will send out a copy of the slides, together with any Q&A after the webinar.

To register, please follow this link: [Spark DPS Webinar for newly appointed suppliers](#)

Suppliers Guide

The Spark Suppliers Guide will be published imminently on the [CCS Spark webpage](#) under the Documents tab. The guide covers the major contractual obligations detailed in

the DPS agreement such as MI reporting and production of case studies. It explains how you can make updates to your Spark service offering and how customers can run further competitions using Spark. The guide will provide information on the additional support available to suppliers and communication with CCS. Please let us know if there is anything else you would like the guide to cover.

Promoting your appointment to Spark

You are no doubt keen to promote that your services are available through Spark to prospective public sector customers. When you do, please ensure that you adhere to the Supplier Marketing Toolkit, which includes logos and guidance. To request a copy please contact the Spark category manager (Lucy McCormack) or email info@crowcommercial.gov.uk

Supplier Profile Detail

We have invited all Spark appointed suppliers to provide a supplier profile, summarising the innovation they provide through Spark and how this could help customers.

The supplier profiles have been available for customers to view and download from the [CCS Spark webpage](#) since the 2nd October and they are updated monthly. 28 of the 37 appointed suppliers have provided a supplier profile so far.

The profile information has been included within blogs published in the CCS customer newsletter and by Connected Places Catapult as well as in customer workshops.

If you have not already provided your supplier profile, it's not too late. Not only is it a great opportunity to be included in our marketing but we will use that information to talk to customers about the types of innovation provided by you.

Don't forget to provide us with a case study after signing your first call off contract so that we can share them on social media, LinkedIn and in customer newsletters.

LinkedIn Group Membership

CCS has now launched a pilot of a closed LinkedIn group for suppliers who have been appointed to Spark. We have invited all appointed suppliers to join and will continue to invite newly appointed suppliers. Membership is optional but highly recommended. It is envisaged that the group will be used for a number of purposes including:

- discussing opportunities for collaboration
- sharing knowledge of relevant events with the group
- providing feedback about Spark and potential changes you may like to see in future iterations
- sharing experience about using the Spark platforms e.g. making updates to their offerings on the SRS platform - how to do it, how long it takes etc

- sharing useful, relevant CCS updates e.g. replacement of esourcing platform
- sharing details of events that might be of interest to suppliers

There is now no longer a need for the shared Spark supplier contact list because the LinkedIn group will enable you to liaise with each other about collaboration opportunities.

Management Information (MI) Reporting

MI must be submitted to CCS by the 5th working day of each month (or the nearest working day before the 5th day if it's a weekend or public holiday).

If there is no activity for a month, you do not need to download, complete and submit a reporting template. Instead simply click "Report No Business".

Failure to provide timely and accurate returns may result in you being invoiced an admin fee for the costs of chasing or rectification and/or you being removed from the framework. Should you have any difficulty accessing the RMI portal to submit a return or report no business, or need advice on how to do so, or if the person responsible for submitting MI within your organisation has changed, please contact report-mi@crownccommercial.gov.uk. The URL to access the RMI platform is: <https://www.reportmi.crownccommercial.gov.uk/>

Feedback

Feedback helps us get it right. If you can think of any improvements or if there's anything you would like to see in your supplier newsletter, please get in touch. To contact the team, email info@crownccommercial.gov.uk using "Spark newsletter" as your subject.

Spark team

The Spark team, available to support you and answer any queries you have, comprises:



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