

Service 6 – Supplier Management and Commercial Enablement

Service description

Glowar provides supplier management and commercial enablement to help public sector organisations improve outcomes from digital and cloud suppliers. The service focuses on strengthening client-side commercial capability, governance and supplier relationships, supporting effective engagement, assurance and performance management across complex delivery landscapes, without acting as a contracting authority or procurement lead.

What's included

- Assessment of supplier landscapes, dependencies and risks
- Review of commercial capability and supplier management maturity
- Design of supplier management and governance models
- Support for performance management and assurance approaches
- Alignment of suppliers to product, platform and delivery outcomes
- Advisory support for complex or high-risk supplier engagements
- Identification of commercial and delivery risks across suppliers
- Enablement of effective client-side commercial behaviours

What's not included

- Acting as a contracting authority or procurement lead
- Running procurement exercises or awarding contracts
- Contract negotiation or legal advisory services
- Managed supplier operations or service delivery
- Day-to-day vendor management or operational oversight

Service constraints

The service is primarily delivered remotely and is dependent on access to relevant supplier information, contracts and stakeholders. On-site engagement can be provided by agreement where required. Responsibility for commercial decisions, procurement actions and contract management remains with the client.

Security

The service is delivered in line with UK GDPR and public sector security expectations. Personnel involved in delivery meet Baseline Personnel Security Standard (BPSS) requirements. The service aligns to client security policies, commercial governance frameworks and assurance processes and typically involves minimal personal data.

Support

Support is provided as part of agreed engagements through scheduled meetings, workshops and written outputs. The service does not include ongoing operational support, helpdesk services or incident management.

Pricing model

The service is provided on a time and materials basis using published day rates, with optional fixed-price commercial or supplier management assessments agreed in advance.