

Commissioning Home Support Services through SProc.Net

FAQs

Becoming an Approved Provider

1) Is there a cut-off point as to when you can sign up?

You can sign up to the system at any time, however we recommend you sign up by the go live date of 30th August so you don't miss out on any opportunities sent out by the council.

2) Is it essential that we sign up to the system in order to provide to the Council still?

Yes, in order to receive notifications of new opportunities you will need to sign up to SProc.Net and become an approved provider for the London Borough of Haringey in order to provide Home Support Services. You will become an approved provider only once you have an approved enrolment.

3) Is there a minimum standard we have to achieve in order to be able to become an approved provider?

You will only become an approved provider to the London Borough of Haringey if you have met the Enrolment threshold of 70%. This 70% will be calculated from the evaluation of your method statements which you submit at Enrolment. You will be able to see how the Council will evaluate your method statements in the document titled 'DPS Entry & Operational Guide1' which is available on the Demand Site.

If you do not achieve the 70% threshold the first time you submit your Enrolment, you will have one more opportunity to submit. If your Enrolment is rejected for a second time, you will then have to wait a period of 6 months from the date of the second rejection to resubmit for a third time. There is no limit to the number of times you can submit the Enrolment but you must be aware of the above if your Enrolment is rejected.

4) If I have already registered on SProc.Net, will I need to register again to provide to the London Borough of Haringey?

No, if you have already registered on SProc.Net you can use your existing account to complete the application to the London Borough of Haringey. As long as you have a username and password for the system you will be able to access all clients with the same log in details.

5) If I already use the system for another borough, do I have to do another accreditation and enrolment?

You will be required to submit a new accreditation and enrolment for the London Borough of Haringey as this will be a separate contract. You may already have responded to some elements of the entry criteria when you completed the Accreditation and Enrolment for another client; if this is the case, the responses you have entered previously will be

automatically inserted as your response to London Borough of Haringey's criteria. Please be aware that there may be some questions for which you would need to change your response, so please do read the responses that pull through carefully.

6) If we are already on the system, will our existing users be able to access the London Borough of Haringey section automatically?

Users that are already on the system can complete the Accreditation and Enrolment for London Borough of Haringey as long as they have been set up with the relevant access. The access is set at a system level, it will not vary for each client so as long as you have access to the Accreditation and Enrolment already, those users will have access to this for Home Support for the London Borough of Haringey. Only users who are set up as Supplier Administrators on the account will be able to complete Accreditations and Enrolments.

7) What if we don't have all of the insurances?

If you have the insurances but not at the level required, you will be able to self-certify to say you will get the required amount if awarded a contract. If you do not have the required levels of insurance and will not certify that you are able to obtain the required levels, you will not be able to submit your Accreditation. If you do not have the levels as required, you will be required to upload evidence of the cover you do have, you will not be able to submit without uploading a document in the allotted space.

8) We have multiple branches from which we send care workers, will all branches need to be on SProc.Net?

Yes, any location from which you will be offering care services to the Council for Home Support services will need to be created on SProc.Net. You will need to then complete an enrolment for each branch, however, as above, your response will be pulled through once you have answered the question elsewhere on the system. You will therefore only need to amend the answers that are branch specific.

9) Do you need to be based in Haringey to apply?

No, you do not need to be based in London but if the location of your offices impacts on your price, i.e. you have greater travelling costs, this could impact your uptake of packages.

10) How do I set it up so I only receive notifications about packages I can fulfil?

As part of the Enrolment you will sign up to Service Categories. This will then define which requirements you are notified about, for example, if you only provide support for people with Learning Difficulties you will only sign up to

this category and will not receive notifications when support is required for someone with Mental Health problems.

11) Do we still need to provide financial information if we are less than two years old?

Yes, all providers are asked to provide financial information regardless of when their organisation was established. There is guidance with the financial questions as to what financial documentation is suitable.

The commissioning process

12) How many service users do Haringey provide care for?

There are approximately 1800 service users for whom the Council source care packages.

13) What if I can't/don't want to submit an offer?

When you receive a notification from the system that there is an opportunity within your capacity/capability, you have three options:

- Accept the Requirement and go on to submit an offer
- Ignore the requirement completely and leave it sitting on the system until the open for offers period ends
- Decline the Requirement so the Council will know that you are unable to submit an offer.

You may not want to submit an offer as it may be the case that you have reached capacity or you do not think you would be able to provide the best service for the individual, in this scenario we would recommend declining the requirement so the Council are aware that you will not be submitting an offer. There are no consequences to declining a Requirement and it will not count against your organisation if you decline a number of requirements.

14) What information will we receive on a requirement?

A requirement will include no less than you receive at the moment, for example, where you would have received a risk assessment and/or criminal history record before, you will still receive this information. The Requirement will also include outcome statements which will outline the goals of the service user and the outcomes they wish to achieve. If there is any important information missing you can request more information, i.e. the age of the service user, on the requirement and all providers who have received the opportunity will be able to see your question and the Council's response. All communication through requirements will be anonymous. The onus is on the Council to ensure that all information is provided to enable you as a provider to make an informed decision on whether you are suitable to submit an offer and to enable you to submit the correct offer.

15) Can we see where we rank once we have submitted our offer?

Throughout the period during which you can submit your offers, you will be able to see where your offer ranks against other organisations who have submitted an offer. You will not be able to see what they have offered or who has submitted, likewise they cannot see any information about you, but you will see where your offer ranks. If you decide you wish to amend your offer to attempt to improve your ranking, you have the option to amend your offer, although you can only amend the price.

16) How will it be decided who has submitted the best offer?

All offers submitted during the open for offers period will be reviewed. Offers will be evaluated under the 40:60, quality: price weightings. Quality on each individual offer will consist of your responses to outcome statements and capabilities. Capabilities refer to elements that the individual service user would like to have but are not absolutely necessary, outcome statements are an explanation of how you will help the individual meet their goals and outcomes. Capabilities will equate to 5% of the quality evaluation, outcome statements will form the remaining 35% of the quality score.

Whilst quality on each individual offer is scored lower than price, only providers who have met the 70% quality threshold at Enrolment will be receiving notifications of the opportunity so the quality of a provider has already been established.

17) Does the council have to go with the top ranked offer?

The award of the package is not done by SProc.Net, the system just facilitates the awarding of the contract; all offers are evaluated by the Council and they will have ultimate decision on which provider is the best fit for the individual. If a provider is identified as being the best value provider, in terms of quality and price, the Council can, in exceptional circumstances, override the score and instead offer the Service Agreement to the provider who submitted the second best offer. In this scenario, there would need to be a very good justification for doing this.

18) How quickly will the contracts be awarded?

The length of time between the close of the open for offers period and the award of a Service Agreement will vary depending on the urgency of the package.

19) Is there a maximum number of packages a provider can win?

No, there is no limit to the number of packages a provider can win.

20) What happens if someone continuously submits offers that are significantly lower than everyone else, will there be a maximum and minimum rate?

The council are not looking for the cheapest provider; they are looking for the best value, both in terms of the rate and the benefit for the individual, and there will therefore be a minimum and maximum rate at which you can charge. The offers will be evaluated by officers within the Council who know the market and they will be able to identify whether or not an offer is sustainable based on their knowledge and experience. Submission of a low cost will not automatically guarantee that you will be awarded the Service Agreement as quality will influence the ranking so although your price might rank you at number 1, the quality element can then alter this. Providers are asked to submit a fair price for their services.

21) Will we be able to conduct assessments?

As before, you will be able to conduct assessments of the Service User. The process has simply swapped, so where you previously assessed the service user and then submitted your offer, now you will conduct an assessment once you have been identified as the best fit provider from your offer.

22) What if my assessment does not match the information I was given previously?

In the event that your assessment does not match the information you have received on the requirement you will not be bound by the Service Agreement that was created when you were established as the best fit provider. Depending on the difference in what you were told and what you have assessed, it may be that you can still cater for the needs and a change would be requested to the contract. If the needs are very different to what was on the initial Requirement, a new Requirement will be created and this will go back out to all approved providers to allow everyone equal opportunity to win the corrected contract.

23) Will this system be used for weekend hospital discharges?

No, the system will only be regulated within standard working hours, Monday - Friday. Where an emergency placement is required, the London Borough of Haringey will refer to their exceptions policy. To read more on the exceptions policy, please see the Operation and Entry Guide Part 2 at <http://demand.sproc.net>.

Payments

24) What is a Service Receipt?

A Service Receipt will replace the invoice you send to the Council. Rather than sending invoices, you will need to log on to SProc.Net and submit a service receipt against each

contract that is on the system. The service receipt is a receipt to say that you have delivered the accommodation and the hours of support (where applicable) as agreed in the contract. The rate of charge has already been established at the offer period so you will not submit a rate each time, just the number of units.

25) Will we be required to use Electronic Call Monitoring?

The London Borough of Haringey are currently exploring their ECM options. Further information will be communicated to providers at a later date.

Contract Management

26) What will happen to the current contracts that we have with the council?

All the current contracts you have with the council will be put on to the system in order to process payment for all contracts through the same route.

27) What will happen if the service user no longer needs the number of hours that are set out in the contract, can this change on the system?

In the event that it is agreed between the Council and the Provider that there should be a change to a contract, this will then be reflected on SProc.Net. Changes will be agreed off the system between the Provider and the Council and, once the terms are agreed, the Council will contact *adam* to amend the Service Agreement on the system.

Help

28) How can we get in touch with adam for assistance?

There are three different ways you can get in touch with *adam*;

- 1) Email us at supplier.engagement@useadam.co.uk
- 2) Query function
- 3) Live chat function

To find the Query and Live chat function, log on to your account on SProc.Net, click on the 'Help' tab at the top of the page and you will find both functions here.

For additional help, you can find user guides and informative documents on the demand site (<http://demand.sproc.net>). To access these guides select 'Clients' from the top right hand corner and then select Home Support next to the 'London borough of Haringey' section.