



Milton Keynes City Council

Operational Guide

Supported Accommodation for Young People

Individual Placements

December 2022

adam

Dynamic Purchasing System Operational Guide

Milton Keynes City Council is working with Access Adam to introduce a web-based system, SProc.Net, to manage the Council's Dynamic Purchasing System (DPS). The Council will use this system for the procurement of Individual Placements and Block Contracts for Supported Accommodation for Young People, as and when required, over the lifespan of the DPS contract (expected to run until 15 March 2028).

As a potential Service Provider, this document will take you through what a DPS is and how the Council will manage their commissioning and invoicing process using SProc.Net.

What is a Dynamic Purchasing System (DPS)?

A DPS is a completely electronic system established by public sector bodies to purchase commonly used goods, works or services. A DPS is governed by Regulation 34 of the Public Contract Regulations 2015 (PCR 2015)

The DPS is a two-stage process. In the initial establishment stage Service Providers must meet the Council's minimum criteria for entry to the DPS, but there are no other restrictions on who can or cannot join. The DPS is open for new providers to join at any time during the lifetime of the DPS. Please see the 'How to Become an Approved Provider' section for Milton Keynes City Council on the adam provider's site. (A Provider must have successfully applied to join the DPS in order to be eligible to apply for any Block Contract(s) for Supported Accommodation that the Council might choose to award).

The DPS is a fair and transparent process for all Service Providers. As a Service Provider, you will benefit from access to all opportunities to provide services in your specialism because the use of SProc.Net means:

- You will be competing on a level playing field with other organisations for new opportunities to provide services.
- You will have reduced administration costs and an easy to use, streamlined process.

The full history and a complete audit trail of all buying decisions and communications are captured in one easy to access location

Individual contracts are awarded during the second stage, in which all suppliers on the DPS (or the relevant category within the DPS) are invited to bid for the specific contract or individual placements.

How will the Council use SProc.Net? – Individual Placements

Requirements

When the Council requires an Individual Placement for Supported Accommodation for Young People to be procured, they will create and distribute a Requirement to the supply base. A Requirement is the name used for a tender/'call-off' on SProc.Net. The Requirement is automatically distributed to Service Providers that have signed up to the respective Service Category via SProc.Net.

Depending on when the service is required to begin, the Council will stipulate the relevant timescales, whereby different actions can be taken during the subsequent periods described in this guide.

When distributing Requirements, the Council will be distributing these via the following distribution groups:

- Milton Keynes Borough
- Buckinghamshire, Bedfordshire, Northamptonshire
- Other local authority area

This means the council can send requirements to the appropriate area.

There may arise a situation that is an exception to the standard DPS process. In this situation, the Council reserve the right to contact a single Service Provider. Detailed below is a list of example exception situations in which this may occur:

- When services are required in an emergency.
- When continuity of service is required.
- When no providers on the DPS are able to meet the needs of the particular requirement.

Open for Offers period

This period only applies when the Requirement has been distributed via the DPS. Service Providers can only submit an Offer during the 'Open for Offers' period. An Offer is the name used for a proposal submitted by a Service Provider. The Council will stipulate the timescale of this period on the Requirement. Once this period ends, no further Offers can be submitted by the supply base.

To create an Offer, Service Providers will state whether or not they can meet the requirements ('Attributes') and submit a price ('Price'). During the Open for Offers period, the Provider you will have visibility of their overall ranking in the list. Whilst the Open for Offers period is open, as a Service Provider, you have the opportunity to revise your price down in an effort to improve the ranking of your offer. When the Open for Offers period ends, all submitted Offers will be electronically sorted into a list. This will rank the Offers in order of price. All offers will be subject to satisfactory matching with other residents

Rollback

In the event that no Offers have been received, the Council has the ability to 'roll back' a

Requirement (and offer it back to the Service Providers) once it has passed the Open for Offers period. This process will be used as and when the Council wish to recirculate the Requirement to Service Providers.

In the event a Requirement is rolled back, all Service Providers enrolled since the original distribution date will have visibility and opportunity to respond to the Requirement.

Requirement Messaging Tool

A messaging tool is available during the Open for Offers period for you to communicate with the Council to clarify any specifics of the Requirement. Requirement messages and their responses will be published on the Requirement and can be seen by all Providers who are placing Offers. As such, you must not include anything which identifies you or your business in any Requirement messages.

The following policy must be adhered to for its use. This policy is to ensure a full auditable trail and alleviate any risks to the Council or the Provider through miscommunication or malicious practice:

- 1. Identification**
There must be nothing communicated through the messaging system which identifies either you as the Provider or a member of the Council.
- 2. Prejudice**
Nothing which betrays a bias for or against you as the Provider should be communicated through Requirement Messaging.
- 3. Data protection**
There must not be any sensitive information of a personal or commercial nature, pertaining to either you the Provider, a member of the Council or Service User communicated through Requirement Messaging.
- 4. Off-contract risk**
There will be nothing which incites engagement outside of the system communicated through Requirement Messaging.
- 5. Clarification**
Further details to support the Requirement and aid Providers in constructing their Offers must always be communicated through Requirement Messaging.

Client Review period

Following on from the Open for Offers period, the Council will select the winning Offer. The purpose of the Client Review period is to ensure that the accepted Offer is the one that best meets the needs of the Service User.

The evaluation of the Offers shall be conducted based on Quality responses combined with the price that has been submitted, in accordance with the evaluation criteria. The Council reserves the right to disqualify any Offer submission which is incomplete. A Service Provider will not be awarded a contract ("Service Agreement") until the Council is satisfied

with any further checks and due diligence it has carried out and these will need to be acceptable to the Council before the award of the Service Agreement can take place.

At the end of this review period, the Council will award the Supported Accommodation for Young People's Service Agreement for the Requirement to the offer they deem most appropriate subject to matching. The Council reserves the right at any time to not award a Service Agreement in respect of any Requirement.

The Council is not obliged to select the Offer with the lowest price. The Council reserve the right to reject Offers should they be deemed inappropriate. For example, but not limited to:

- Package is no longer required.
- If the Supplier is unable to meet the full requirement of support
- If the Supplier has been suspended since the Requirement was placed
- The offer fails to meet the matching criteria

In these circumstances the Council may select the next best Offer.

Service Agreements

If your Offer is successful, a Service Agreement will be created on SProc.Net between you and the Council. The Council will inform all Service Providers of the outcome of Offers received via SProc.Net following the end of the Open for Offers period.

Changes to Service Agreements

If a change needs to be made to an active Service Agreement, the Change Order function in the system will be used by the Council. The Change Order policy below outlines what changes to an active Service Agreement can be requested:

Changing a Service Agreement

Where an alteration in the service is required, it is permissible to request a change with the Provider/Council. This change will be recorded in the system but does not constitute a material change and so the Service Agreement does not need to be redistributed to the supply base. For example, changes could include but are not limited to:

- Service user support needs are either increased or decreased.
- The Council makes a rate change.
- Where an alteration is not agreed with the original provider, the Council reserves the right to redistribute the requirement to the supply base.

Ending a Service Agreement

A change, when considered major, may result in the Service Agreement ending. The Council reserve the right to end the active Service Agreement and create a new Requirement to distribute to the supply base. Examples of a major change are, but are not limited to:

- The young person's needs cannot be met;
- The placement has broken down;
- There is potential for significant harm to the young person or another resident;
- A recommendation made by the Local Safeguarding Board;
- A court order requiring the young person to live elsewhere;
- Allegations of abuse and/or Safeguarding concerns;
- Upheld complaints concerning Service Provider competence;
- Repeated contractual failures.

All decisions will be made in consultation with all parties involved, prior to the ending of a Service Agreement.

As a Service Provider, if a change to service is identified, this will need to be raised to the Council via the Messaging functionality on the Service Agreement.

Suspensions

The Council reserve the right to suspend a Service Provider from the DPS supply base, for reasons such as, but not limited to:

- Non-Compliance with Safeguarding
- Poor service delivery
- The provider is in breach of the Terms and Conditions set out in the Supplier Agreement
- Quality Standards no longer meet the council's minimum criteria

A Suspension means that a Service Provider will not receive new Requirements distributed by the Council. A joint discussion between the Service Provider and the Council (and other appropriate parties), will determine the impact, and any necessary action, in respect of the Service Provider's other active Service Agreements.

Once suspended from bidding for new Requirements, current Service Agreements will continue except in the case of a serious complaint/concern where the Provider will have all care packages removed and a new requirement will be redistributed to the remaining Provider base, at the Council's discretion.

Provider suspensions will be lifted once issues identified have been rectified to the acceptance of the local authority as detailed in the Service Specification.

A Provider will be automatically suspended should any of the documents uploaded as part of their Accreditation and Enrolment Expire. The suspension will be lifted when the documents are updated and approved.

Service Providers may also choose a voluntary suspension of placements while addressing concerns in partnership with the Local Authority.

Service Receipting and Self-Billing



Once a Service Agreement has been created and the service has commenced, as a Provider, you will need to submit weekly "Service Receipts" through SProc.Net. Service Receipts need to be submitted by Tuesday midnight in order to be included on the next payment run. Service Receipts are a record of the service delivered and will be used by the Council to pay you, compared against Self-Bills generated from approved Service Receipts. Access Adam will act as payment agent on behalf of the Council. Please refer to the Access Adam training User guides for the process on Service Receipting.

Communication

Provider Relationship Management module

The Council will be using Provider Relationship Management (SRM) within SProc.Net to communicate with approved Suppliers. SRM allows the Suppliers to communicate directly with Council officers in an open and transparent manner. Further information can be found in the System User Guide on SProc.Net in the 'Help' section.

Complaints

If you wish to lodge a complaint, please contact Peter Wong at the Council via email: Peter.Wong@Milton-keynes.gov.uk

Next steps: how to join the DPS

Providers who wish to supply Supported Accommodation for Young People services to Milton Keynes City Council you will need to meet the minimum entry criteria by applying online at www.sproc.net. It is a simple three step process consisting of Registration, Accreditation and Enrolment. Please refer to the DPS Application Guide for details on the entry criteria and an explanation of the process.

Glossary

Accreditation – The first part of the second step (selection) of the process that a Provider is required to complete in order to join the DPS. It involves responding to a series of questions and uploading documents.

Access Adam – The provider of SProc.Net, who will also act as the payment services provider.

DPS – Dynamic Purchasing System used for the procurement of Services.

Enrolment – The second part of the second step (selection) of the process that a Provider needs to complete in order to join the DPS. It involves submitting further information based on which the council evaluates the capability of your organisation to deliver Services.

Entry Criteria – The criteria that a Provider must meet and maintain throughout the duration of the DPS in order to successfully complete and to retain their Accreditation and Enrolment on the DPS.



Intermission – A “hold” on the delivery of Services under a Service Agreement while the Service Agreement remains in force.

Offer – Your tender against a Requirement confirming that you can deliver the Services required.

Open for Offers Period – The period during which you can submit an Offer against a Requirement distributed by the council on the DPS.

Price – Your proposed costs for carrying out a Requirement as contained in an Offer.

Public Contract Regulations – The Public Contract Regulations 2015, amended from time to time, that govern how public sector procurements must be carried out.

Requirement – A request issued by the council from time to time on the DPS describing the specific Services for which they are seeking to award a Service Agreement and which may include terms and conditions applicable to the provision of those Services which supplement the terms and conditions set out in the Provider Agreement.

Self-Billing Procedure – Arrangements you sign up to as part of the Provider Agreement for Access Adam to generate invoices billing the council on your behalf and to process payments to you on behalf of the council.

Service Agreement – The contract to deliver a Requirement issued by the council accepting your Offer and confirming agreement on what Services are going to be delivered and at what price.

Service Receipt – This is the electronic record submitted via the DPS to confirm the services you have delivered in the specified week. This is used instead of sending a paper invoice.

Services – These are the Services that the Provider will provide where required by the council from time to time in accordance with the Provider Agreement as more fully described in the Specification and further detailed by a Requirement.

Specification – The outline description of the Services the council may require from time to time via the DPS.

SProc.Net – An internet-based technology platform through which the council will be operating the DPS to procure Services (web link is www.sproc.net).

Suspension – A process where the Service Provider is suspended from receiving any new Requirements and all current Offers are cancelled.

Provider Agreement – The overarching agreement between the council and a Provider setting out how the council will award Service Agreements via the DPS and the terms and conditions applicable to such Service Agreements.

