

adam

FAQs Document

Brighton and Hove City Council

Question no.	Question	Answer
1	Will the new A&E criteria be similar to before?	It is similar but we have made a few changes to make it more simple for Providers. All documents will now be on the Enrolment except the Supplier Agreement and Declaration statement.
2	Do 80% of packages go on the Framework and 20% on the DPS?	Yes, this is the same as before.
3	Can we place higher bids based on the complexity of the care package?	Yes, you should place an Offer based on the price you can deliver the care at.
4	Will the Market Engagement presentation be sent round?	Yes, and it will be made available on demand.sproc.net with all of the other legal documents and guides.
5	Who is our point of contact at <i>adam</i> ?	It will be the Supplier Onboarding Manager - Chloe who is contactable via: Supplier.engagement@useadam.co.uk 07850913121
6	Will we still have the option to see Requirements via area?	Yes, but primarily you will select the Service Categories which relate to the type of services you can provide. They are as follows: Memory and Cognition Physical Disability Mental Health Live-in Care Overnight Care

		<p>You will only receive Requirements based on the Service Categories you select so it is important to consider what you would like to have view of.</p> <p>This will then be narrowed down further by area.</p> <p>Any additional needs for the package of care will be stated on the Requirement.</p>
7	Can we edit our Service Categories?	<p>Yes you can decrease what you receive by asking to be suspended from a Service Category.</p> <p>You can add additional ones by creating another Enrolment, and then selecting from the list (please note your questions will pull through but you will need to re-upload your documents if you do a new Enrolment).</p>
8	Will this make the turn around of care packages quicker?	<p>Yes, you will find out more quickly whether you have made a successful Offer and have been awarded the care package.</p>
9	Do you get a response if you are unsuccessful in winning a package?	<p><i>adam</i> is working with BHCC to improve the configuration from last time. This will mean that BHCC will be able to submit a reason for your unsuccessful Offer.</p>
10	With the Live-in / Overnight Service Categories, is there the option to add an additional cost?	<p>SProc.Net can be configured with extra rate lines which allows for additional costing. This is with BHCC legal team at the moment.</p>

11a	I'm always having to change my password, why is this?	We understand it is frustrating to change your password frequently but we have a lot of patient data on SProc.Net so security is high.
11b	Why can't we copy and paste passwords?	Again this is security related.
12	Please could you add a risk number next to a Requirement so Providers are aware of the individual's behaviours before placing an Offer?	BHCC will look into this as it would need to be standardised first.
13	Why do packages go on the DPS when the Framework Provide can't do the evening round? If you accept work it should be the whole care package.	BHCC will look into why this is happening with the care matching team.
14	Can <i>adam</i> add a feedback form onto SProc.Net?	We will look into this so that it is easy to leave feedback. For now, please contact the Supplier Onboarding Manager through supplier.engagement@useadam.co.uk .
15	Why can't I see what other questions have been asked on a Requirement?	This is because communication on a Requirement is between the individual Provider and BHCC. Making this open to the rest of the Supply Base could breach GDPR.

16	Can we have the same view as a Client on SProc.Net? Mainly so we can see the summary of the Requirement so we can view quickly whether this is worth making an Offer on.	<i>adam</i> will look into this and will provide system training to show you how to filter and set up your dashboard suitably.
17	Where are the Drop-in sessions being held?	These will most likely be at the same venues as the Market Engagement events (Hove Town Hall and Bartholomew House) however we need to confirm locations/dates/times.
18	Can we ring if we need any help?	Yes, please contact Chloe on 07850913121 for anything A&E related.
19	Are we going to do a trial run of the system?	We are going to do a soft launch of the system which will allow for feedback. If there are any issues we will therefore be able to look at the configuration of the system.
20	Can we have some lenience on expiry of documents? For example, sometimes head office doesn't send the renewed insurance certificate over in time.	<p>SProc.Net sends notifications when an document is one month and one week from expiring. At system training we will make sure you have the correct notifications turned on so you receive these.</p> <p>BHCC will also notify the Provider so they have notice.</p> <p>BHCC are yet to decide whether to turn on suspension for rule on. This will be confirmed at system training.</p>

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