



Cumbria County Council Application Entry Guide

Any Qualified Provider – Light Touch Regime

June 2019

adam

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Section 1 - Cumbria County Council – AQP Framework Application Guide

1.1 What is an Any Qualified Provider Framework (AQP)?

An AQP is a fully electronic system used by public sector bodies to award contracts for works or services as is compliant with The Public Contract Regulations 2015 (as amended from time to time).

Service Providers must meet the Council's minimum criteria for entry to the AQP, but there are no other restrictions on who can or cannot join. The AQP Framework is open for new providers to join at any time the framework is active. Please see the 'How to Become an Approved Provider' section for Cumbria County Council on <http://demand.sproc.net>.

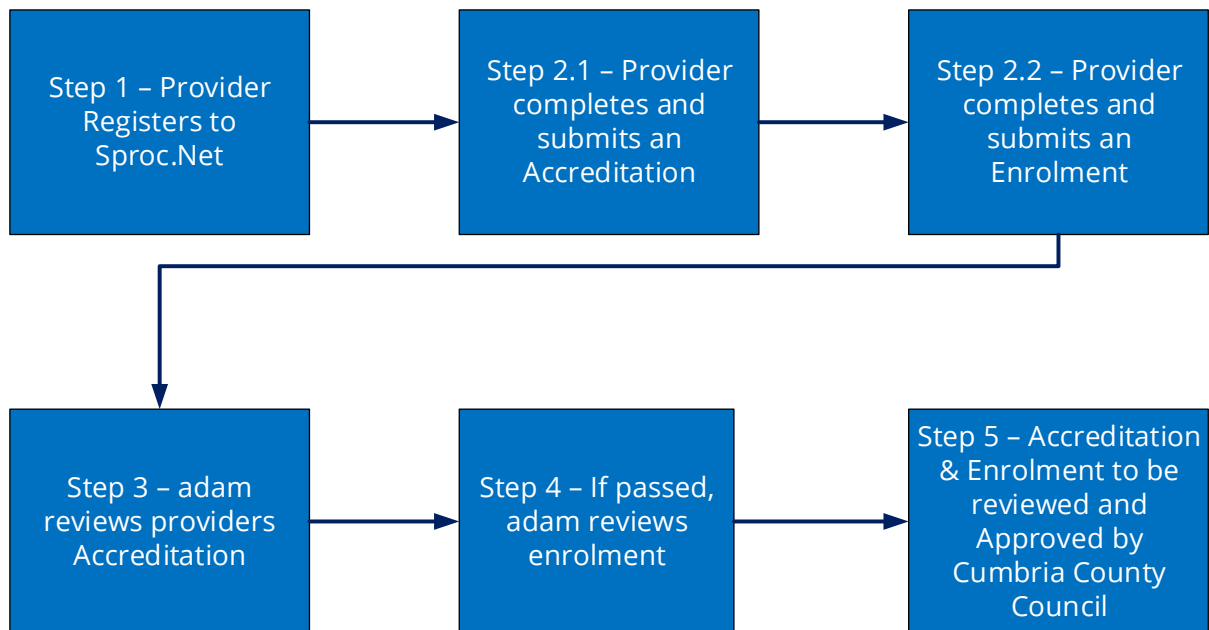
The AQP is a fair and transparent process for all Service Providers. As a Service Provider, you will benefit from access to all opportunities to provide services in your specialism because the use of SProc.Net means:

- 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.

Section 2 - How to join SProc.Net

When joining SProc.Net, providers will need to provide certain information to Cumbria County Council as part of their onboarding process. It is a simple two step application process consisting firstly of Registration and secondly of Accreditation and Enrolment.

The step by step process to be completed online is as follows:



Please note that if not approved, the provider will receive feedback from *adam* and can re-apply from Step 2.1 or 2.2. Typically, the cycle of these steps will take a maximum of 10 working days.

2.1 - Step 1 – Registration

You must register your business on the system (www.sproc.net). An email will then be sent to you with a username and password to access the system and complete the remaining steps detailed above.

To complete your registration, you will need to provide the following information:

- Business Name
- Business Tax/VAT Number

- Charity Registration Number (Charities only)
- Company Registration Number (Limited and Public Limited Companies only)
- Address line 1, City, County, Post Code
- Telephone Number
- Email address

The business name you register will be the name shown on the system. You must then create your first admin user by providing:

- First Name
- Last Name
- Job Title
- Email address

This user will be an administrator on the system and have the ability to create other users for your business at all additional locations you may have. Please continue to read this document to understand how the Accreditation and Enrolment process works.

The administrator will then receive a username and temporary password. Upon logging into SProc.Net, you will be prompted to change the password.

2.2 - Step 2.1 – Submitting Your Accreditation

To become enrolled onto the Cumbria County Council's AQP Framework, you will have to complete the onboarding process to meet the council's minimum entry standard. The Accreditation and Enrolment is a series of questions you will need to complete that will also require submission of certain documentation as evidence to your responses.

As part of your Accreditation and Enrolment stage you will be required to download, print, read and sign two copies of the Framework Agreement. Then you will need return in full to the council using the following details Procurement & Contracts Team, Cumbria County Council, Cumbria House, Carlisle, CA1 1RD. A copy of the AQP Framework Agreement (this document may be updated throughout the AQP Framework period, any changes you will be notified of these via email) is available on the Demand.Sproc.co.uk site.

Upon receipt of receiving this document the council will arrange for the two copies to be signed on behalf of the council. One copy will be returned to the provider and the other will be kept on file by the council. They will also arrange for a copy of the signed document from both parties to be uploaded to the Sproc.Net system. The AQP Framework Agreement, is the councils terms and conditions of joining the AQP.

The Accreditation questions are a combination of objective responses with a dropdown option or a free text answer. Below you will find a list of all the questions you may be required to answer, some questions become answerable based on a previous response.

Question Number	Question Text:	Parent Sort Question
1	Name of legal entity or sole-trader	
2	Registered office address (if applicable) Please answer N/A if not applicable	
3	Registered website address (if applicable) Please answer N/A if not applicable	
4	What is the legal entity type of your organisation	
5	If Other, please specify the legal entity type of your organisation	4
6	Date of registration in country of origin	
7	Company registration number (if applicable) Please answer N/A if not applicable	
8	Charity registration number (if applicable) Please answer N/A if not applicable	

9	Head office DUNS number (if applicable) Please answer N/A if not applicable	
10	Registered VAT number (if applicable) Please answer N/A if not applicable	
11	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	
12	Please provide the relevant details, including the registration number(s)	11
13	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	
14	Please provide additional details of what is required and confirmation that you have complied with this.	13
15	Trading name(s) that will be used if successful in this procurement	
16	Relevant classifications (state whether you fall within one of these, and if so which one)	
17	Are you a Small, Medium or Micro Enterprise (SME)? See EU definition of SME: https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en	
18	<p>Details of Persons of Significant Control (PSC), where appropriate:</p> <ul style="list-style-type: none"> - Name - Date of birth - Nationality - Country, state or part of the UK where the PSC usually lives - Service address - The date that they became a PSC in relation to the company (for existing companies the 6 April 2016 should be used) - Which of the following conditions for being a PSC are met <ul style="list-style-type: none"> - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more. <p>(Please enter N/A if not applicable)</p> <p>UK companies, Societas Europaea (SEs) and Limited Liability Partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register, and must file the PSC information with the central public register at Companies House. See PSC guidance.</p>	

19	<p>Details of immediate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	
20	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	
21	Are you bidding as the lead contact for a group of economic operators?	
22	What is the name of the group of economic operators? Please enter N/A if not applicable.	
23	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	21
24	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	
25	Please confirm you have uploaded additional details for each sub-contractor in the downloadable template.	24
26	Please confirm that you have downloaded the AQP Framework Agreement, and that you will complete and return in full to the address details specified in the document. Be aware that this document must be accepted by Cumbria County Council before your Enrolment can be approved.	

While your Accreditation is being reviewed and approved you will be able to submit your enrolment and progress to step 2.2.

2.3 - Step 2.2 Submitting your Enrolment.

The enrolment is completed on location level therefore if you have different subsections of your company that will operate in the different areas of Cumbria you will need to complete an enrolment for both.

While you will be able to complete your enrolment process before you have sent back you AQP Framework Agreement to the council. Your enrolment will not be approved until the council has received this back and signed and uploaded the agreement.

The following Enrolment questions are also a combination of drop down responses and Free Text answer. The list below are all the questions you may have to answer, like your Accreditation some questions are only answerable depending on a previous response. Therefore, it is important the correct person is completing this process.

Q No	Question	Trigger Question
1	<p>Has your organisation completed the European Single Procurement Document? https://ec.europa.eu/tools/espd/filter?lang=en</p> <p>(This is an electronic self-declaration document to be submitted by suppliers interested in tendering for contracts to public bodies located anywhere within the European Union. Created under the EU's 2014 Directive on Procurement the ESPD is intended to simplify the process of qualification for tendering by permitting businesses to self-declare that they meet the necessary regulatory criteria or commercial capability requirements of the public authority concerned, without needing to submit proof unless subsequently selected as the appointed contractor. The supplier must state that they are able, upon request and without delay, to provide the supporting documents necessary to prove compliance.</p>	

2	<p>Regulations 57(1) and (2)</p> <p>The detailed grounds for mandatory exclusion of an organisation are set out on this web page: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf which should be referred to before completing these questions.</p> <p>Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation has been convicted anywhere in the world of any of the offences within the summary below and listed on the webpage.</p> <ul style="list-style-type: none"> - Participation in a criminal organisation - Corruption - Fraud - Terrorist offences or offences linked to terrorist activities - Money laundering or terrorist financing - Child labour and other forms of trafficking in human beings 	
3	<p>Please provide further details;</p> <ul style="list-style-type: none"> - Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction, - Identity of who has been convicted - If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents. 	2
4	<p>Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleansing)</p>	2
5	<p>Regulation 57(3)</p> <p>Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	
6	<p>Please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.</p> <p>Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.</p>	5

7	<p>Regulation 57 (8)</p> <p>The detailed grounds for discretionary exclusion of an organisation are set out on this web page (as outlined in Q2), which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.</p> <ul style="list-style-type: none"> - Breach of environmental obligations - Breach of social obligations - Breach of labour law obligations - Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any state - Guilty of grave professional misconduct - Entered into agreements with other economic operators aimed at distorting competition - Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure - Been involved in the preparation of the procurement procedure - Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions 	
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8	<p>Please provide further details.</p> <ul style="list-style-type: none"> - Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. - Identity of who has been convicted. - If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents. 	7
9	<p>Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleansing)</p>	7

10	<p>Regulation 57 (8)</p> <p>Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.</p> <ul style="list-style-type: none"> - The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria - The organisation has withheld such information - The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015 - The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award 	
11	<p>Please provide further details.</p> <ul style="list-style-type: none"> - Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. - Identity of who has been convicted. - If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents. 	10
12	Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleansing)	10
13	Has your organisation been operating for more than three years?	
14	Please confirm that you have uploaded audited or independently examined financial accounts that provide figures for at least the past two years of trading.	13
15	Has your organisation been operating for between two and three years?	13

16	<p>Please confirm that you have uploaded audited or independently examined financial accounts that provide figures for at least the past two years of trading.</p> <p>OR</p> <p>If you are unable to upload the information required above, please confirm that you have uploaded audited or independently examined financial accounts that provide figures for at least one year of trading;</p> <p>AND</p> <p>Cash flow forecast for the next 3-5 years and projected profit and loss;</p> <p>AND</p> <p>Projected year-end balance sheet position for the current year of trading, both of which must have been certified by a qualified accountant or independent auditor.</p>	15
17	<p>Please confirm that you have uploaded audited or independently examined financial accounts that provide figures for at least the past one year of trading;</p> <p>AND</p> <p>A statement of the turnover, profit and loss and cash flow position for the most recent full year (or part year, if the full year is not applicable) trading and a year-end balance sheet, which must have been certified by a qualified accountant or independent auditor.</p> <p>OR</p> <p>If you are unable to upload the information required above, please confirm that you have uploaded a statement of the turnover, profit and loss and cash flow position for the most recent full year (or part year, if the full year is not applicable) trading and a year-end balance sheet</p>	15
18	<p>Please say if your organisation is part of a wider group (e.g. a subsidiary of a holding/parent company)?</p>	
19	<p>What is the relationship of the organisation to your organisation?</p>	18
20	<p>Are you able to provide parent company accounts if requested to at a later stage?</p>	18

21	Please confirm that if necessary, your organisation's parent company would be willing to provide a guarantee. (A parent company guarantee is a form of financial support provided by a holding company). It is a guarantee of your obligations and typically a financial guarantee that, in the event that you do not pay any obligations under your contractual arrangements then the entity providing the guarantee will pay instead.	18
22	Would your organisation be able to obtain a guarantee elsewhere (e.g. from a bank)?	21
23	Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.	
24	If you cannot provide at least one example, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up, or you have provided services in the past but not under a contract.	
25	Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s) Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries) Please enter N/A if you do not sub-contract.	
26	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	
27	Are you compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015? Please provide the relevant URL to view the statement.	26
28	Employers Liability (including volunteers) Insurance (£10m): Please confirm you have uploaded a scanned copy of your organisation's Insurance Certificate for your Employer's Liability Insurance, which must cover a minimum of £10m.	
29	Public Liability (including loss or damage to Service Users' personal effects) Insurance (£5m): Please confirm you have uploaded a scanned copy of your organisation's Insurance Certificate for your Public Liability Insurance, which must cover a minimum of £5m.	

30	Professional Liability Insurance (£2m): Please confirm you have uploaded a scanned copy of your organisation's Insurance Certificate for your Professional Liability Insurance, which must be a minimum of £2m.	
31	Please confirm you have uploaded your most recent CQC Registration certificate. If you have yet to register with the CQC, please upload a document to explain this.	
32	Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements.	
33	Please self-certify that your organisation has a General Data Protection Policy that complies with current legislative requirements.	
34	Please self-certify that your organisation has a Sustainability or Environmental Policy or Statement that complies with current legislative requirements.	
35	Please outline how you contribute to environmental sustainability in the course of your business	
36	Please self-certify that your organisation has a Diversity or Equality Statement that complies with current legislative requirements.	
37	Please outline how you ensure diversity and inclusion within the workplace	
38	Please upload a copy of your organisation's Business Continuity Plan to demonstrate how your organisation will respond to circumstances that may affect the day to day running of your business (e.g. telephone lines down, bad weather, unpredictable staff sickness). Please note: Your answer will be scored and will contribute to your quality score, as outline in the Operational Guide which can be found at http://demand.sproc.net/Clients	
39	Please outline any continued training and development processes and opportunities provided to ensure continued quality care.	

40	<p>Demonstrate how your organisation ensures that all staff who are employed (including agency workers who are utilised) have undergone a Disclosure Barring Service check and have been assessed to be suitable to work with vulnerable adults and children. This will include as a minimum how your organisation ensures that renewals are undertaken every three years or as per current legislation.</p> <p>Please note: Your answer will be scored and will contribute to your quality score, as outline in the Operational Guide which can be found at http://demand.sproc.net/Clients</p>	
41	<p>Please describe how all employees involved in direct delivery of services understand and recognise issues relating to the safeguarding of vulnerable adults and children in line with legislative and best practice requirements.</p> <p>Please note: Your answer will be scored and will contribute to your quality score, as outline in the Operational Guide which can be found at http://demand.sproc.net/Clients</p>	
42	<p>Please select the statement which best reflects your organisation's commitment to the Living Wage Foundation.</p> <p>Statement 1 - I am an accredited Living Wage Foundation Employer and pay my staff the Living Wage Foundation rate for both Contact Time and Travel Time, and uplift pay in line with the current Living Wage Foundation rate.</p> <p>Statement 2 - I am an accredited Living Wage Foundation Employer and pay my staff the Living Wage Foundation rate for Contact Time and uplift pay in line with the current Living Wage Foundation rate.</p> <p>Statement 3 - I am currently going through the process of becoming an accredited Living Wage Foundation Employer and will be an accredited provider within the first 6 months of the framework/contract</p> <p>Statement 4 - I am not an accredited Living Wage Foundation Employer but pay the Living Wage Foundation rate to all employees (except volunteers, apprentices and interns)</p> <p>Statement 5 - I am not an accredited Living Wage Foundation Employer but commit to gaining accreditation over the first 6 months of the framework/contract</p> <p>Statement 6 - I am not an accredited Living Wage Foundation Employer and do not currently pay the Living Wage Foundation rate to all employees (except volunteers, apprentices and interns) but commit to paying the Living Wage Foundation rate to all employees (except volunteers, apprentices and interns) within the first 6 months of the framework/contract</p> <p>Statement 7 - I am not an accredited Living Wage Foundation Employer and do not currently pay the Living Wage Foundation rate to all employees</p>	

43	Please upload a copy of your Living Wage Foundation certification.	42
44	Please confirm you understand that site visits may be conducted as part of a supplier appraisal process.	

2.4 Steps 3 & 4 *adam* review Accreditation & Enrolments

Once you've submitted your Accreditation and Enrolment, these will be reviewed within *adam* if you pass this review then it will be forwarded to Cumbria County Council for final approval.

2.5 Step 5 - Cumbria County Council Accreditation & Enrolment Review and approval.

Once you have passed the review from *adam* of your Accreditation & Enrolment Cumbria County Council will review your responses to the questions along with the documentation that you have submitted as evidence to these responses.

On your enrolment you have some quality questions that will be scored and will contribute to your overall quality score. Which is referred to as the Custom Metrix Score.

The questions that will be part of the quality scoring are questions 38 to 42. The scoring of these questions will fall into the following matrix:

Capability	Evidence Provided	Remark
Provider is likely to be able to meet the needs of the Council.	Evidence is consistent, comprehensive, compelling, directly relevant to the project in all respects and highly credible (by being substantiated by independent sources where possible.)	10
	Evidence is sufficient (in qualitative terms), convincing, and credible.	8
Small risk that Provider will not be able to meet the needs of the Council.	Evidence has minor gaps, or to a small extent is unconvincing, lacks credibility or irrelevant to the project.	6
Moderate risk that the Provider will not be able to meet the needs of the Council.	Evidence has moderate gaps, is unconvincing.	4
Significant risk that the Provider will not be able to meet the needs of the Council.	Evidence has major gaps, is unconvincing in many respects, lacks credibility, or largely irrelevant to the project.	2
Provider will not be able to meet the needs of the Council.	No evidence or misleading evidence.	0

In addition, your CQC rating will also contribute to your overall quality scoring which will be obtained by adam using the CQC location ID you provide as part of your Accreditation and Enrolment.

Your CQC Quality Score will be calculated using your average CQC Rating across the 5 areas (Safe; Effective; Caring; Responsive and Well-led), with the following scoring scale:

Outstanding	4
Good	3
Requires Improvement	2
Inadequate	1

Your average CQC Quality Score will be converted into a percentage which will form part of your Quality Scoring.

For example, if you have two 'Outstanding' features and three 'Good' features you would achieve a CQC Quality Score of 3.4. Based on the table below, this would give you a CQC Quality percentage of 85%.

Score	0	0.2	0.4	0.6	0.8	1.0	1.2	1.4	1.6	1.8	2.0
Quality	0%	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%
Score	2.0	2.2	2.4	2.6	2.8	3.0	3.2	3.4	3.6	3.8	4.0
Quality	50%	55%	60%	65%	70%	75%	80%	85%	90%	95%	100%

Your CQC score will be reviewed on a Quarterly basis and updated as and when required. If your score is amended as part of this review, your overall quality score will be impacted, increasing or decreasing your ability to be successful in the bidding process.

Section 3 – Service Categories

As part of enrolment you will be required to select the Service Categories that you would like to receive Requirements of work within. The Service Categories are as follows:

- Learning Difficulties
- Memory
- Physical Issues
- Sensory
- Carer
- Substance Misuse
- Mental Health.

You will also have to confirm if you can provide care for adults between 18-64 years old and 65+ years.

You are able to add to the list of Service Categories you can provide care for at any time by contact *adam* support team.

3.1 Distribution Groups

The council understands that not all providers will be able to supply care to the whole of Cumbria. Therefore Cumbria County Council will be setting up Distribution Groups that you will be able to sign up to. These will cover the Urban, Rural and Extra Rural areas of each section of the county.

The distribution groups are as follows:

- Carlisle
- Eden
- Allerdale
- Copeland
- South Lakeland
- Furness

Within each of these distribution list you will be asked if you can provide the service within the Urban, Rural and Extra Rural aspects of each area.

Section 4 – Requirements, Distribution, Offers and Quality Scoring.

4.1 Requirements

Once you have been successfully onboarded onto the system you will be able to receive notifications on the requirements sent out by Cumbria Country Council for the type of Care you have signed up to be able to provide.

The requirements will be distributed depending on the Distribution Group you have signed up to. Please note you may receive from time to time a requirement for another distribution list if it has not successfully been filled within its own area.

A Requirement will outline the care that is needed for the Service User, the start date when the care is required from, the weekly schedule when the care is required and amount of care required. Within this Requirement you should have all the information you need to be able to make the decision on whether you'd like to submit an offer to win the care package.

4.2 Distribution

Requirements will be distributed based on the type of care required, the age of the service user and location of the Service User. For example, a care requirement for a 70-year-old service user living in a Rural location within Allerdale, with a Physical need. These requirements will be circulated to all Providers who have registered that they can provide a Physical Issues care at Supply Category Level. As a provider you've indicated that within this Supply Category you can provide care to 65+ to receive requests within that Distribution Group.

If a Requirement receives no offers from the providers within their distribution group, the Requirement will be re-distributed to neighbouring distribution groups or to the whole supply base.

Therefore if you do receive a Requirement outside of your distribution list this maybe the reason.

4.3 Offers

Once the Requirement has been distributed there will be an Open for Offers period. This period will be different for all Requirement, with Urgent requirements (such as Hospital Discharges) having a much shorter open for offers period. The Offer is the name given to the process that allows you as the Provider to submit a bid to provide the care package that is detailed within the Requirement.

Within your Offer you will be required to answer, some questions on the care that you will be required to provide. Once the Open for Offers period has ended all of the providers offers will be scored by Cumbria County Council.

4.4 Quality Scoring

Once the Open for Offers period has closed, Cumbria County Council will score all of the Questions that you have answered within the Offer.

When all the Offers have been scored this score will be combined with your overall SRM Quality Score. When these have been combined, the Offers will be ranked top score to worse score.

Your SRM Quality Score, will be a combination of the below factors. These factors may change throughout the framework to include further quality scoring factors. If any changes are made to the SRM Quality Score Cumbria County Council will inform you. You will be able to see your SRM Quality Score through the SRM tab within the Sproc.net system.

- CQC Rating Score
- Enrolment Quality Score
- Quarterly E-Forms Score

The Council will then award the Care Package to the top ranked provider. Unless there is an exceptional reason to award the package to another provider, this could be at the request of the Service User, but this is not the only reason.

If you are ranked the top provider and the care package is given to another provider, Cumbria County Council will provide you with a reason for this.

Section 5 - Service Agreements

5.1 What is a Service Agreement

If your Offer is successful, a Service Agreement will be created on SProc.Net. This is the contract between you and the Council for the provision of the Services detailed in the Requirement.

The Council will inform all Service Providers of the outcome of Offers received via SProc.Net following the end of the Client Review period.

Once the Council has notified the Providers of the outcome of the Tender process, the successful Service Provider will then be notified that a Service Agreement has been created on the system. The Provider will need to confirm acceptance of the Service Agreement before this takes effect and becomes active.

The Service Agreement will be entered into electronically by the acceptance of the Service Agreement via SProc.Net. The Service Provider will ensure that before acceptance of the Service Agreement, that the person agreeing to the Service Agreement has the authority and capacity to do so.

For more information on the changes that can be made to a Service Agreement please see the Operational Guide for Cumbria County Council on the Demand site (<http://demand.sproc.net/Clients>)

Section 6 – Service Receipting, Sell Bill & Payments

6.1 Service Receipting & Self Bill

Once a Service Agreement has been created and the service has commenced, as a Service Provider, you will be able to submit weekly bills (Service Receipts) through SProc.Net, these Service Receipts can be submitted by the Provider on a weekly, fortnightly or monthly basis depending on your capacity. The Service Receipts are a record of the service delivered and will be used by the Council to ensure you are paid the correct amount. Please refer to the adam training user guides for the process on Service Receipting.

Once your weekly Service Receipt has been submitted (no later than Tuesday night 23:59, if you miss this deadline your Service Receipt(s) will fall into the following weeks payment cycle) to ensure prompt payment for services as outlined within the AQP Framework. Your Self-Bill invoice will be available from the next Friday after your Service Receipt has been approved.

6.2 Payments

To receive payment, you will have to submit a Service Receipt. On the basis this has been approved by 23:59 on the Tuesday evening then you can expect to receive payment within 30 days. Unless you are a SME then you can expect to receive payment within 10 days. Please remember that these payment terms are also outline within the AQP Framework Agreement you have signed to onboard to this AQP.

Section 7 - Communication

7.1 Supplier Relationship Management module (SRM)

The Council will be using the Supplier Relationship Management (SRM) module within SProc.Net to communicate with approved Service Providers. The SRM module will allow the Service Providers 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 (post Go-Live).

The Council will be using the function called E-forms that will be sent out to the supply base regularly for the Providers to complete. These E-forms will form part of their quality scoring and will allow the Council to monitor the quality being delivered by their supply base.

Section 8 - Feedback and Complaints

If you wish to request any feedback or to lodge a complaint, please contact the Council via email to procurement.adults@cumbria.gov.uk

Section 9 - Next Steps

Providers need to join the AQP if they wish to provide Home Care to Cumbria County Council. This can be done by successfully completing the Registration, Accreditation and Enrolment processes. *adam* will be available to assist with this process and to answer any questions you may have regarding this new procurement process.

adam will also provide you with details of SProc.Net training sessions which you can attend or on-line webinars. During these sessions, you will learn, in detail, what you need to do to provide Home Care services to the Council via the system. The times and venues for these events will be communicated to you.

Once you have submitted an Accreditation and Enrolment *adam* will review each submission. You can begin your Enrolment as soon as you have submitted your Accreditation. You do not need to wait for the Accreditation to be approved; however, your Enrolment can only be reviewed once your Accreditation has been approved.

Once your Enrolment submission has been reviewed, you will receive an email notification confirming whether or not your application has been approved within approximately 10 working days of the date of submission.

Please make sure you register, accredit and enrol on the system as soon as possible, so that *adam* has your details to invite you to the training sessions.

If you have any questions, please do not hesitate to contact *adam* at Supplier.enrolment@adam.co.uk.

Section 10 - Glossary

adam – adam HTT Ltd trading as adam, the provider of SProc.Net

Accreditation & Enrolment – The boarding process all providers will go through.

AQP – Any Qualified Provider framework used for the procurement of Services.

Intermission – a “hold” on the delivery of a service whilst the Service Agreement remains in force.

Offer – your tender against a Requirement confirming that you are able to deliver the services required.

Open for Offers Period – the period during which you are able to submit an Offer against a Requirement distributed on the AQP framework

Price – the fixed rate price the council will set for each requirement.

Public Contract Regulations (PCR 2015) – the Public Contract Regulations 2015, and as 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 AQP describing the specific Services for which the Council is 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 AQP Framework Agreement.

Service Agreement – this is 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 Category – a category of service, listed in the AQP Framework Agreement and the Specification, in relation to which type of supplier may be admitted to the AQP to provide Services.

Service Receipt – this is a weekly electronic record submitted via the SProc.net system to confirm the services you have delivered in the specified week.

SProc.Net – this is an internet cloud-based technology platform through which the Council will be operating the AQP to procure Home Care 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.