

## Supplier Training – FAQs

- 1. Q - What happens to our existing packages if we haven't full enrolled by 31<sup>st</sup> July?**  
A- You need to be registered on the system and fully Accredited for your existing packages to be loaded ready for go-live on 31<sup>st</sup> July. However, you will not receive any new Requirements until you have been fully enrolled.
- 2. Q - What if a potential resident asks for a particular care home and they don't fit in the manual distribution criteria?**  
A- The continuity of the care provider will be considered and brokerage would probably contact that care home directly if that care provider was enrolled to the system
- 3. Q - Does everybody see the offer made?**  
A- Each supplier can see their own ranking on the list, they cannot see each other's
- 4. Q - If pricing is above price banding would their offer still be accepted?**  
A- No, Offers that fall outside the price banding will not be considered
- 5. Q - When does a supplier have the opportunity to go and assess the resident if it isn't an LD or Mental Health package?**  
A- Once the Offers have been reviewed by the Service User and their relatives, Brokerage will facilitate assessments with the selected supplier
- 6. Q - Are you able to confirm that existing contracts rates will not be affected by price banding, i.e. the level of fees remain the same for existing contracts?**  
A- Rates of existing contracts will remain as they are
- 7. Q- Do we have to give a reason for declining a requirement?**  
A- No, but it's helpful for Haringey to see why
- 8. Q- Is the offer process based solely on the cheapest quote not the quality of care?**  
A - The quality of the suppliers providing services will be judged at Enrolment stage, and subsequently through monitoring of existing packages. The Council has reserved the right to reject offers that are not commercially viable
- 9. Q -Why can't we assess a service user before offering on a placement that isn't LD or mental health?**  
A – The Requirement should give you enough information to submit an initial price. If you need more information about the Service User you can message the Council on the Requirement. If you are shortlisted to carry out an assessment of the Service User and find the original price you quoted is too low, you need to Withdraw your Offer. Brokerage will then contact the next Supplier on the shortlist. If the same thing happens, there is clearly a gap in the information given on the Care Plan. In these cases, Haringey will work with the Social Worker to ensure the Care Plan is accurate and then send out a new Requirement and you can make a new Offer

**10. Q- What will be the solution for a provider who may have failed to win an offer after two or three attempts?**

A- You could send a message to the Council via the system asking for some feedback on your Offers

**11. Q- Can we filter so that all the requirements sent to us are just one category e.g. mental health or nursing, so we don't have to decline requirements that are not suitable to us?**

A- At the Enrolment stage, you are asked to select which Service Categories are applicable to you. These relate to the Requirements sent by LBH, so you will only receive ones that you've selected

**12. Q- If I pressed un-submit does this give option for the supplier to revise their offer?**

A- Yes, but you can only revise your offer down

**13. Q- As the placement progresses, if FNC increases, do we get that increase?**

A – Yes, the Council will request that *adam* applies the uplift to all active packages and this will show in your commitment cost from the date it becomes effective

**14. Q-What if we have a placement and the needs of the resident changes, is it the normal process of requesting a review with Haringey?**

A – Yes, you can message Haringey via the system

**15. Q - In the requirement, does it state exactly when the service user would move in? What happens if the resident doesn't move in on that day?**

A- The Council would raise a Change Order on your Service Agreement to amend the start date as needed

**16. Q - What if service user or family doesn't like offers 1-3?**

A- The next supplier(s) on the list will be given as a choice