



Operational Guide

Milton Keynes City Council

Home Care DPS 2024-2025

Dynamic Purchasing System - Light Touch Regime

MKCC Reference: 2024-311



Contents

Milton Keynes Council – Dynamic Purchasing System (DPS) Operational Guide	3
What is a Dynamic Purchasing System (DPS)?.....	3
How will the Council use SProc.Net?	3
1. Requirements	3
2. Open for Offers period	4
I. Withdrawing an Offer.....	4
II. Re-Open.....	4
III. Requirement Messaging Tool	5
IV. Client Review period.....	5
3. Award Criteria	6
I. What is a Feature?.....	6
II. What are an Outcome Questions?	6
4. Service Agreements.....	7
I. Changes to Service Agreements	8
II. Ending a Service Agreement	9
III. Intermissions	9
IV. Suspensions	9
5. Service Receipting and Self-Billing.....	10
6. Communication	10
I. Supplier Relationship Management module (SRM)	10
7. Feedback and Complaints	10
8. Glossary	10

Milton Keynes City Council – Dynamic Purchasing System (DPS) 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 Home Care Services over the lifespan of the DPS contract (from 2024-2029).

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

Service Providers must meet the Council's minimum Accreditation and Enrolment criteria for entry to the DPS. The DPS is open for new providers to join at any time the DPS is active. Please see the 'Application guide if you wish to join Milton Keynes City Council DPS on <https://www.adamproviders.co.uk/milton-keynes-council-home-care-2024-2029>

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.

How will the Council use SProc.Net?

1. Requirements

When the Council requires a Home Care service to be delivered, they will create and distribute a Requirement to the supply base in respect of the relevant Service Category. A Requirement is the name used for a tender on SProc.Net.

The Requirement will be distributed to all approved Service Providers for the relevant 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 not be distributing these via any distribution group or post code radius, this means anyone that is signed up to the DPS will have a fair and equal opportunity to place an offer on the requirement.

Through this DPS, the Council could be procuring services for both adults and children's care needs as per the Service Categories that are selected as part of the onboarding process. There may arise a situation that is an exception to the standard DPS process. In this situation, the Council reserves the right to contact a single Service Provider, or a specified selection of Service Providers. Detailed below is a list of example exception situations in which this may occur:

- Converting from Direct Payment
- Converting a Self-Funder to Managed Care
- Same Householder Clients
- Hospital Discharge to the Same Care Provider
- Transfer of package of care from Health to Social Care funding
- Bank Holiday/Out of Hours Emergency Requirements

In these cases, a retrospective Requirement will be placed on SProc.Net by the Council.

2. 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 provider base.

To create an Offer, Providers will state whether or not they can meet the requirements ('Attributes' & 'Capabilities') and complete any Quality related Outcome Questions ('Outcome Questions'). The Provider is also required to confirm their hourly rate to provide these services. When submitting an offer, the Provider must be aware they are submitting an offer to provide the care that has been stipulated within this Requirement.

I. Withdrawing an Offer

The Service Provider has the ability to withdraw the Offer (once) if they no longer wish to be considered for that Requirement.

II. Re-Open

The Council has the ability to re-open a Requirement (and offer it back to the Service Providers) once it has passed the Open for Offers period, in the event that no Offers have been received. This process will be used as and when the Council wish to recirculate the Requirement to individual 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.

III. 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 Service 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 Service Provider through miscommunication or malicious practice:

1. Identification

There must be nothing communicated through the messaging system which identifies either you as the Service Provider or a member of the Council.

2. Prejudice

Nothing which betrays a bias for or against you as the Service 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 Service 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 Service Providers in constructing their Offers must always be communicated through Requirement Messaging.

IV. Client Review period

Following the Open for Offers period, the Council will evaluate the Offers submitted by all Providers (this subsequent period is referred to as the "Client Review Period"). The purpose of the Client Review period is to ensure that the accepted Offer is the one that best meets the needs of the End 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, weightings and methodology described and established pursuant to section 3.1 and 3.2 below.

At the end of this review period, the Council will award the Home Care contract ("Service Agreement") for the Requirement to the top-ranked offer which meets the full requirement of care. The Council reserves the right at any time to not award a Service Agreement in respect of any Requirement.

The Council reserves the right to reject Offers should they be deemed inappropriate. For example, but not limited to:

- Quality Question answer is below the minimum acceptable standard set by the Council.
- Provider is unable to meet the full requirement of care.

- If the Provider has been suspended since the Requirement was placed.
- Recent complaint received regarding Providers ability to deliver care.

The Council reserves the right to amend the award criteria from time to time, subject to prior notification to Service Providers.

3. Award Criteria

3.1: Individual Requirements

The Council, for each individual Requirement via the DPS, will follow the following award criteria:

Adult Services

- Quality: 40% (PAMMS 50%, CQC 20%, Enrolment 30%)
- Technical 20%
- Price: 40%

Children's & Young People

- Quality: 40%, (PAMMS 50%, CQC 20%, Enrolment 30%)
- Technical 20%
- Price: 40%

As part of the Offer process, Service Providers will be required to complete one or more of the following:

- state whether or not they can meet the "Features" and "Capabilities" in relation to the Requirement.
- submit Outcome Statements in relation to the Requirement.

3.1.1. What is a Feature?

"Features" are core criteria or "must haves" a Service Provider must have or be able to do, to deliver the Service. This criterion is a "pass or fail" hurdle, which will filter out Service Providers prior to evaluation and scoring of Quality. Features are displayed as tick boxes on the system.

3.1.2. What are an Outcome Questions?

The "Outcome Questions" are free-text questions, which are related to an outcome and/or choice. These are defined by the Council' brokerage team (Care Resource Team) and require free-text responses from the Service Provider. The Service Provider's response to the Outcome Statements must demonstrate how they will meet the service user's needs. The responses to these will not be scored but will be used by the Social Care team or Care Resource Team to make the decision on where best to place the client. Their decision will be based on service user preference, matching with other people in the household, and the client's needs etc.

3.2 Direct Award

Milton Keynes City Council have specific criteria and guidelines they must follow when deciding on direct awards in the context of social care. Directly awarding to a specific Homecare Provider is an exceptional allocation that requires approval and will need to meet certain criteria as below (not limited).

- **Converting from Direct Payment:** Regardless of time spent as Direct Payment. The provider needs to have been providing Care.
 - Best Interests: It should be in the best interests of the individual receiving care. This includes considerations of convenience, continuity of care, and specific needs that the chosen/current provider can meet.
 - Capacity and Consent: The individual or their representative must consent to the change from direct payments to a managed service with the same care provider.
 - Quality of Care: The chosen provider must meet the quality standards set by MKCC and approved on the DPS.
- **Converting a Self-Funder to Managed Care:** Regardless of time spent as a Self-Funder. The Provider needs to have been providing Care.
 - Financial Assessment: The individual must undergo a financial assessment to determine if they qualify for local authority funding.
 - Care Needs Assessment: A reassessment of care needs to ensure the current service provider will meet their needs adequately.
 - Continuity and Stability: The change should ensure continuity and stability in the individual's care.
 - User Preference: Preferences of the individual or their representative should be considered.
- **Same Householder Clients:** If someone else in the service user's household has a service being currently delivered with the same provider.
 - Efficiency: Providing care through the same provider will often more efficient and cost-effective.
 - Continuity of Care: Using the same provider can ensure continuity and consistency of care for all individuals in the household.
 - User Satisfaction: Satisfaction levels of the service should be high, and feedback from users should be positive.
 - Suitability: The provider must be suitable for all household members' care needs.
- **Hospital Discharge to the Same Care Provider:**
 - Continuity of Care: Being discharged from hospital and returning to the provider the service user was with before entering the hospital. This includes an intermediate service provided by the home reablement service., (within 6 weeks of the reablement service taking effect.)
 - Preventing Readmission: Using the same provider can help in preventing readmission by ensuring continuity of care.
- **Transfer of package of care from Health to Social Care funding:**
 - Integrated Care: Transition from health to social care should be seamless, and using the same provider can help in achieving this.
 - Interdisciplinary Coordination: The provider should be able to coordinate with both health and social care professionals effectively.
 - Continuity and Quality: Ensuring continuity of care and maintaining quality standards during the transition is crucial.
 - Patient-centred Approach: The individual's care plan should be tailored to their specific care needs.

4. Service Agreements

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 to the Service User should not begin until this contract is active as no payment will be able to be made for services completed until the agreement is 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.

I. Changes to Service Agreements

The Council reserves the right to make in-contract changes to any of its Service Agreements in accordance with the terms of the Supplier Agreement, particularly relating to variations, performance default and termination.

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, and what constitutes a material change resulting in the active Service Agreement ending and a new Requirement being distributed to the supply base. Changes are at the sole discretion of the Council.

- There has been a re-assessment of the Service Users needs and care requirements are changing. The current provider will be advised of these changes via a change order, if they are unable to meet the new needs of the Service User the whole package will be re-distributed to market, and the Service Agreement ended once a new Provider is identified.
- Where an impromptu change in the service is required, it is permissible to request a change with the Service Provider. 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 not limited to:
 - Service user care needs are either increased or decreased.
 - The Council makes a rate change.
 - Weekly Hours/days of care required increase or decrease.
 - Start/End time amendments to the care package.
- As the Service Provider delivering the care to the Service User you have the opportunity to raise Change Order's as well for the Councils review and approval. These changes can be requested via SProc.Net only due to audit trail purposes. If a Change Order is being requested, the Provider is requested to provide a description and reason for the changes to allow the Council to make an informed decision on the request.

- If the justification is seen to be invalid or further information is required, the Council will ask this via SProc.Net the changes that can be requested by the Service Provider are:
- Increase or Decrease in care Hours
- Changes to number of visits per week to Service User
- Request for increase to hourly rate.

II. Ending a Service Agreement

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

- 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, can be requested through the SProc.Net system. Once you have submitted your change order request a member of the Council will review and will inform you of the decision to accept or decline the change order request

III. Intermissions

Occasionally, there may be an event which “interrupts” the delivery of the service to an individual (e.g. End Service User has been hospitalised). When a service is not being delivered due to a change in circumstances, the contract needs to be placed into an ‘on hold’ status on the system. This is called an Intermission. In cases of Intermissions as detailed above, fees will not be payable throughout the period of an intermission. It is expected of the Service Provider to be able to pick up this care package for 14 days after the service has been temporarily stopped.

IV. Suspensions

The Council reserves 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.

5. Service Receipting and Self-Billing

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 for Children's Services. This will be the only way as a Provider you will be able to be paid for the services delivered to the Council. 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. These Service Receipts can be submitted on a weekly, fortnightly or monthly. Please refer to the Access Adam training user guides for the process on Service Receipting.

You will be expected to service receipt weekly (no later than Tuesday night 23:59) to ensure prompt payment. Your Self-Bill invoice will be available from the next Friday after your Service Receipt has been approved. You will receive payment of these Service Receipts within 30 days of the Self-Bill invoice being generated.

If you are providing Adults Services, please refer to Milton Keynes City Council for instructions on invoicing and payment.

6. Communication

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).

7. Feedback and Complaints

If you wish to request any feedback or to lodge a complaint, please contact Adults Commissioning and Contract at the Council via email to CCTeam@milton-keynes.gov.uk

8. Glossary

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

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

DPS – Dynamic Purchasing System – Type of procurement process we are using.

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 DPS 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 DPS 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 DPS Supplier 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 DPS Supplier Agreement and the Specification, in relation to which type of supplier may be admitted to the DPS 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 DPS 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.