

How to become an Approved Provider for Brighton & Hove City Council

Brighton & Hove City Council is working with *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 Community Support for adults, as and when required over the four year lifespan of the DPS contract.

As a potential provider, this document will take you through what a DPS is and outlines the entry criteria you must meet in order to become an approved, compliant provider of Community Support to the Council.

How to join the DPS

Providers who wish to supply services to Brighton & Hove City Council will need to meet the Council's minimum entry criteria by applying online at www.sproc.net. It is a simple three step process consisting of Registration, Accreditation and Enrolment.

1. Registration

As a provider, you must first register your business on the system at www.sproc.net. 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 administrative 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. Once completed, the administrator will receive an email containing a username and temporary password to access the system. Upon logging into SProc.Net, you will be prompted to change the password.

2. Accreditation

Accreditation is the objective stage of your application completed at parent company level. At this stage, you will answer questions to provide information about your organisation as a whole. Please

V1.1 How to Become an Approved Provider

note, if you pass the Accreditation stage this does not mean you are an approved provider to the Council. You must complete and pass both the Accreditation and Enrolment stages in order to be identified as a provider to the Council.

The questions are broken up into Company Information, Grounds for Mandatory Exclusion, Insurances and Accreditation Documents. At this stage, no quality evaluation of your application will take place.

At Accreditation, you will also need to accept the Provider Agreement that can be found at <http://demand.sproc.net>. The Provider Agreement includes the terms and conditions of transacting business through the DPS and agreement to the specification of service.

Company Information

The following questions are for information only. Your responses to these questions will not impact your ability as an organisation to become an approved, compliant provider to Brighton and Hove City Council:

	Accreditation Question	Question Trigger
1	Can your organisation confirm that it has read and understood the entry guide and selection criteria guide for the procurement of Community Support, which is located at http://demand.sproc.net ? These are both very important documents to read prior to applying to become an approved provider.	
2	Does your organisation provide a minimum of the Living Wage for all staff as defined at http://www.brighton-hove.gov.uk/content/business-andtrade/brighton-hove-living-wage-commission/our-commitment-livingwage?	
3	Have you completed the European Single Procurement Document?	
4	If applicable, please enter the name of your organisation's immediate parent company. If this is not applicable, please enter N/A.	Dependent on your response to Q3
5	If applicable, please enter the name of your organisation's ultimate parent company. If this is not applicable, please enter N/A.	Dependent on your response to Q3

Grounds for Mandatory Exclusion

The following questions can directly affect whether or not you can become an approved provider. These questions have a required response and if you cannot submit the required response you will be unable to submit your Accreditation, thereby preventing you from becoming an approved provider:

6	Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences? (a) conspiracy within the meaning of section 1 or 1A of the Criminal Law Act 1977 or article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983 where that conspiracy relates to	Dependent on your response to Q3
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V1.1 How to Become an Approved Provider

	<p>participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA on the fight against organised crime;</p> <p>(b) corruption within the meaning of section 1(2) of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906;</p> <p>(c) the common law offence of bribery;</p> <p>(d) bribery within the meaning of sections 1, 2 or 6 of the Bribery Act 2010; or section 113 of the Representation of the People Act 1983;</p>	
7	<p>Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?</p> <p>(e) any of the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities:</p> <p>(i) the offence of cheating the Revenue;</p> <p>(ii) the offence of conspiracy to defraud;</p> <p>(iii) fraud or theft within the meaning of the Theft Act 1968, the Theft Act (Northern Ireland) 1969, the Theft Act 1978 or the Theft (Northern Ireland) Order 1978;</p> <p>(iv) fraudulent trading within the meaning of section 458 of the Companies Act 1985, article 451 of the Companies (Northern Ireland) Order 1986 or section 993 of the Companies Act 2006;</p> <p>(v) fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994;</p> <p>(vi) an offence in connection with taxation in the European Union within the meaning of section 71 of the Criminal Justice Act 1993;</p> <p>(vii) destroying, defacing or concealing of documents or procuring the execution of a valuable security within the meaning of section 20 of the Theft Act 1968 or section 19 of the Theft Act (Northern Ireland) 1969;</p> <p>(viii) fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006; or</p> <p>(ix) the possession of articles for use in frauds within the meaning of section 6 of the Fraud Act 2006, or the making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of that Act;</p>	Dependent on your response to Q3
8	<p>Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?</p> <p>(f) any offence listed—</p> <p>(i) in section 41 of the Counter Terrorism Act 2008; or</p> <p>(ii) in Schedule 2 to that Act where the court has determined that there is a terrorist connection;</p>	Dependent on your response to Q3

V1.1 How to Become an Approved Provider

9	Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?	Dependent on your response to Q3
	<p>(g) any offence under sections 44 to 46 of the Serious Crime Act 2007 which relates to an offence covered by subparagraph (f);</p> <p>(h) money laundering within the meaning of sections 340(11) and 415 of the Proceeds of Crime Act 2002;</p> <p>(i) an offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996;</p> <p>(j) an offence under section 4 of the Asylum and Immigration (Treatment of Claimants etc.) Act 2004;</p> <p>(k) an offence under section 59A of the Sexual Offences Act 2003;</p> <p>(l) an offence under section 71 of the Coroners and Justice Act 2009</p> <p>(m) an offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994; or</p>	
10	<p>Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?</p> <p>(n) any other offence within the meaning of Article 57(1) of the Public Contracts Directive—</p> <p>(i) as defined by the law of any jurisdiction outside England and Wales and Northern Ireland; or</p> <p>(ii) created, after the day on which these Regulations were made, in the law of England and Wales or Northern Ireland.</p>	Dependent on your response to Q3
11	Has it been established 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 your organisation is established (if outside the UK), that your organisation is in breach of obligations related to the payment of tax or social security contributions?	Dependent on your response to Q3
12	Please self-certify that you have a Data Protection policy and will provide the policy as and when requested.	
13	Please self-certify that you have a Safeguarding Policy and will provide the policy as and when requested.	
14	Please self-certify that you have a Health and Safety policy and will provide the policy as and when requested.	
15	Please self-certify that you have a Complaints policy and will provide the policy as and when requested.	
16	Please self-certify that you have an Environmental and Sustainability policy and will provide the policy as and when requested.	
17	Please self-certify that you have a Staff Recruitment policy and will provide the policy as and when requested.	

V1.1 How to Become an Approved Provider

18	Please self-certify that you have an Inclusion and Diversity policy and will provide the policy as and when requested.	
19	Please self-certify that you have a Medication policy and will provide the policy as and when requested.	
20	Please self-certify that you have a Business Continuity policy and will provide the policy as and when requested.	
21	Please self-certify that you have a Staff Training policy and will provide the policy as and when requested.	
22	Please self-certify that you have a Duty of Candour Policy and will provide the policy as and when requested.	

Insurances

The Council expect providers to have certain levels of insurances. The questions below are arranged in such a way that you do not need to have the required level of insurance at the time of your submission of the Accreditation, but you must self-certify that you will have the correct levels once you begin delivering services to the Council:

23	Can your organisation confirm that it has Employers Liability Insurance to the level of £10 million?	
24	Can your organisation self-certify that you will obtain Employers Liability Insurance to the level of £10 million before the commencement of any contract?	Dependent on your response to Q23
25	Can your organisation confirm that it has Public Liability Insurance to the level of £10 million?	
26	Can your organisation self-certify that you will obtain Public Liability Insurance to the level of £10 million before the commencement of any contract?	Dependent on your response to Q25

Accreditation Documents

The below documents must be uploaded as part of your Accreditation. If you have self-certified that you will acquire the correct levels, please upload whatever documentation to have.

	Document	What is required to pass review
1	Evidence of Employers Liability	Your company name, level of cover and the insurance expiry date must be visible within the uploaded document.
2	Evidence of Public Liability	Your company name, level of cover and the insurance expiry date must be visible within the uploaded document.
3	Signature Document	Please sign and upload
4	Self Bill Agreement	Please sign and upload

V1.1 How to Become an Approved Provider

The following document will need to be uploaded dependent on your response to question 3. If you have completed the European Single Procurement Document you must provide your responses to the Mandatory Exclusion questions (Q4-Q11)/

	Document	What is required to pass review
1	European Single Procurement Document	Upload your responses within the ESPD to shows your responses to Q4-11

Once you have submitted your Accreditation, this will then be reviewed by *adam*. Only the documents will be reviewed by *adam*, as any questions that must have a certain answer will be checked automatically by the system. Once the documents have been checked and everything is present and correct the Accreditation will move to Approved status.

3. Enrolment

Once you have completed your Accreditation you can begin and even submit your Enrolment. You do not need to wait for your Accreditation to be approved before you start your Enrolment, but you cannot start an Enrolment until an Accreditation has been submitted. ***Please note, you will only be an approved, compliant provider once the Accreditation and Enrolment have been approved.***

Enrolment is the subjective element of your application. At this stage, you will need to answer a series of questions based on the quality of your business and upload relevant documentation. The questions are broken up into Company Information, Grounds for Discretionary Exclusion, Quality Assurance, Economic and Financial Standing and Enrolment Documents.

As part of your Enrolment you will also be asked which specific services you can provide. The Supply Category – Community Support – is broken down into smaller Service Categories. You will need to identify which categories of services you can supply. This will then determine which requirements you will receive to ensure you do not receive any you are unable to fulfil. There is currently one Service Category – Learning Disabilities – that as a provider you can sign up to. The Service Category will be broken down further into Service Templates by age – 18-64, 65-74, 75-84, 85+.

You only need to complete one Accreditation, but if you have an organisation with multiple locations (i.e. offices) from which you intend to submit tenders (Offers), then each location will need to enrol separately.

Upon submission of your Enrolment, *adam* will also run a credit check on your organisation to assess your financial viability. More information on the credit checking process is outlined below. **Company**

Information

As with the Accreditation, the Enrolment contains questions that are simply for information purposes. Your responses to the following questions will not affect your application to become an approved, compliant provider.

	Enrolment Question	Question Trigger
1	Please enter the name and contact details of the most senior member of staff to contact in the event of a serious issue arising both during office hours and out of office hours.	

V1.1 How to Become an Approved Provider

2	Please provide the name and contact details of the person responsible for Safeguarding within your organisation.	
3	Do you provide a regulated activity as defined by the CQC?	
4	Does the registered location have a current registered manager?	Dependent on your response to Q3
5	Please enter the name and contact details of the current registered manager.	Dependent on your response to Q4

Grounds for Discretionary Exclusion

If any of the below questions are true of your organisation they may impact your application to become an approved provider. If any are true, you are asked to provide an explanation of the circumstances, which will be evaluated by the Council and it will be at their discretion as to whether your Enrolment will be approved or not:

6	Please explain why your organisation does not have a current registered manager and if necessary, what steps your organisation is taking to rectify this situation.	Dependent on your response to Q4
7	Has your organisation completed the European Single Procurement Document?	

V1.1 How to Become an Approved Provider

8	<p>Within the past three years, have any of the following situations applied, or currently apply, to your organisation:</p> <p>(a) your organisation has violated applicable obligations referred to in regulation 56 (2) of the Public Contracts Regulations 2015 in the fields of environmental, social and labour law established by EU law, national law, collective agreements or by the international environmental, social and labour law provisions listed in Annex X to the Public Contracts Directive as amended from time to time;</p> <p>(b) your organisation is bankrupt or is the subject of insolvency or winding-up proceedings, where your 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;</p> <p>(c) your organisation is guilty of grave professional misconduct, which renders its integrity questionable;</p> <p>(d) your organisation has entered into agreements with other economic operators aimed at distorting competition;</p> <p>(e) your organisation has a conflict of interest within the meaning of regulation 24 of the Public Contracts Regulations 2015 that cannot be effectively remedied by other, less intrusive, measures;</p> <p>(f) the prior involvement of your organisation in the preparation of the procurement procedure has resulted in a distortion of competition, as referred to in regulation 41, that cannot be remedied by other, less intrusive, measures;</p> <p>(g) your organisation has 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;</p>	Dependent on your response to Q7
9	Please provide a summary of the circumstances and any remedial action that has taken place subsequently.	Dependent on your response to Q8
10	<p>Within the past three years, have any of the following situations applied, or currently apply, to your organisation:</p> <p>(h) your organisation—</p> <p>(i) has been 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; or</p>	Dependent on your response to Q7
	(ii) has withheld such information or is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015; or	
11	Please provide a summary of the circumstances and any remedial action that has taken place subsequently.	Dependent on your response to Q10

V1.1 How to Become an Approved Provider

12	<p>Within the past three years, have any of the following situations applied, or currently apply, to your organisation:</p> <p>(i) your organisation has undertaken to</p> <p>(aa) unduly influence the decision-making process of the contracting authority, or</p> <p>(bb) obtain confidential information that may confer upon your organisation undue advantages in the procurement procedure; or (j) your organisation has negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.</p>	Dependent on your response to Q7
13	<p>Please provide a summary of the circumstances and any remedial action that has taken place subsequently.</p>	Dependent on your response to Q12
14	<p>From 1 April 2013 onwards, have any of your company's tax returns submitted on or after 1 October 2012;</p> <p>Given rise to a criminal conviction for tax related offences which is unspent, or to a civil penalty for fraud or evasion;</p> <p>Been found to be incorrect as a result of:</p> <ul style="list-style-type: none"> - HMRC successfully challenging it under the General Anti-Abuse Rule (GAAR) or the "Halifax" abuse principle; or - A Tax Authority in a jurisdiction in which the legal entity is established successfully challenging it under any tax rules or legislation that have an effect equivalent or similar to the GAAR or the "Halifax" abuse principle; or - the failure of an avoidance scheme which the Supplier was involved in and which was, or should have been, notified under the Disclosure of Tax Avoidance Scheme (DOTAS) or any equivalent or similar regime in a jurisdiction in which the Supplier is established? 	Dependent on your response to Q7
15	<p>Please provide details of any mitigating factors that your organisation considers relevant. As a minimum, please provide a brief description of the occasion, the tax to which it applied, and the type of "noncompliance"; where the OONC relates to a DOTAS, the number of the relevant scheme; the date of the original "non-compliance" and the date of any judgement against your organisation, or date when the return was amended; and the level of any penalty of criminal conviction applied.</p>	Dependent on your response to Q14
16	<p>Are there any material pending or threatened litigation or other legal proceedings connected with similar projects against your organisation and/or its parent company?</p>	Dependent on your response to Q7
17	<p>Please provide a summary of the circumstances and any remedial action that has taken place subsequently.</p>	Dependent on your response to Q16
18	<p>During the last three years, has your organisation had any county court judgements (or equivalent) made against it?</p>	Dependent on your response to Q7

V1.1 How to Become an Approved Provider

19	Please provide a summary of the circumstances and any remedial action that has taken place subsequently.	Dependent on your response to Q18
20	During the last three years, has your organisation had any contract terminated for poor performance, or any contract where damages have been claimed by your client?	Dependent on your response to Q7
21	Please provide a summary of the circumstances and any remedial action that has taken place subsequently.	Dependent on your response to Q20
22	In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in jurisdiction other than the UK)?	Dependent on your response to Q7
23	Please provide a summary of the circumstances and any remedial action that has taken place subsequently.	Dependent on your response to Q22
24	In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in jurisdiction other than the UK), on grounds of alleged unlawful discrimination?	Dependent on your response to Q7
25	Please provide a summary of the circumstances and any remedial action that has taken place subsequently.	Dependent on your response to Q24
26	Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority) in relation to activities similar to those covered by this contract?	Dependent on your response to Q7
27	Please provide a summary of the circumstances and any remedial action that has taken place subsequently.	Dependent on your response to Q26
28	Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last three years?	Dependent on your response to Q7
29	Please provide a summary of the circumstances and any remedial action that has taken place subsequently.	Dependent on your response to Q28

Quality Assurance

Brighton and Hove City Council want to ensure all providers are providing a quality service and that each has measures in place to assure quality. Your response to these questions may influence whether or not you are able to become an approved, compliant provider.

30	Does your company have a third party certified Quality Assurance Process (ISO9001:2015) or equivalent?	
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V1.1 How to Become an Approved Provider

31	Please confirm what processes you have in place to assure quality of service.	Dependent on your response to Q30
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References

Brighton and Hove City Council require all providers to provide two references. These references must be contactable should Brighton and Hove City Council wish to speak to them. These references will be assessed by Brighton and Hove City Council and could impact on whether you are able to become an approved, compliant provider.

If you have a current contract with the Council, the Council reserves the right to contact the relevant Council Officer for information.

If you have created a new company as part of the process of purchasing a care service within the Brighton & Hove area please provide professional references that relate to other business holdings.

Brighton and Hove have given the following guidance as to how they will evaluate your references:

‘Any negative feedback received as a result of reference checking may result in the Council seeking further information as to your organisation’s track record as a Social Care Provider. If the negative feedback we receive is significant, we may fail your application on the basis that it poses an unacceptable level of risk to the Council.’

32	<p>Please provide details of a referee the Council can contact with which you have had a contract of a similar size and character within the last three years, which must be current. This may include any of the following:</p> <ul style="list-style-type: none"> - Commissioner - Contract Manager - Health <p>Professional Please provide:</p> <p>Name of Referee</p> <p>Name of Organisation</p> <p>When you worked together</p> <p>The value and length of the contract</p>	
33	<p>Please provide details of a second referee the Council can contact with which you have had a contract of a similar size and character within the last three years, which must be current. This may include any of the following:</p> <ul style="list-style-type: none"> - Commissioner - Contract Manager - Health <p>Professional Please provide:</p> <p>Name of Referee</p> <p>Name of Organisation</p> <p>When you worked together</p> <p>The value and length of the contract</p>	

V1.1 How to Become an Approved Provider

Economic and Financial Standing

Depending on the legal entity of your organisation, a credit check will be run by means of assessing your financial viability upon submission of your Enrolment. The below questions are there to confirm your legal entity type to ensure a credit check can be run on your organisation. If a credit check cannot be run on your organisation you will need to submit Financial Documentation, as outlined below.

34	Is your organisation a Sole Trader or a Charity (Non-Limited)?	
35	Please confirm that your organisation will provide one of the following to demonstrate its economic/financial standing; (a) A copy of the audited accounts for the most recent two years (b) A statement of the turnover, profit & loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation (c) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position (d) Alternative means of demonstrating financial status if any of the above are not available (e.g. Forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	Dependent on your response to Q34
36	Is your organisation registered as a Partnership or Limited Liability Partnership?	Dependent on your response to Q34
37	Does your organisation give permission for a credit check to be run in order to understand the economic and financial standing of your organisation? Note – if you do not agree, you will be required to provide financial documents in order to demonstrate your economic and financial standing.	Dependent on your response to Q36
38	Please confirm that your organisation will provide one of the following to demonstrate its economic/financial standing; (a) A copy of the audited accounts for the most recent two years (b) A statement of the turnover, profit & loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation (c) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position (d) Alternative means of demonstrating financial status if any of the above are not available (e.g. Forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	Dependent on your response to Q37

V1.1 How to Become an Approved Provider

adam Credit Check

The credit check is run by Experian UK. If you receive a 'Delphi' score equal to or above 30, you will pass the financial appraisal element of the Enrolment. If a score of less than 30 is given, Providers will fail the financial assessment and financial documentation will be evaluated by the Council.

Enrolment Documents

The documents below are optional to upload as part of your Enrolment.

	Document Type	What is required to pass review?
1	Service Provider CQC Registration Certificate	This must be the Service Provider Certificate, NOT the Registered Manager Certificate. Pages must be uploaded to show both the Provider ID and the Location ID of the Care Home that is being enrolled.
2	Financial Documentation	If your organisation is non-limited, upload one of the following: a) audited accounts, b) statement of turnover, profit & loss account, current liabilities & assets, & cash flow, c) statement of cash flow forecast for the current year & bank letter outlining the current cash & credit position d) Alternative means of demonstrating financial status if any of the above are not available.
3	European Single Procurement Document	Upload your responses within the ESPD to show your responses to Q6-29

1. Service Provider CQC Registration Certificate

Whether or not you will need to upload a CQC Registration Certificate is dependent on if you provide a regulated activity from the location you are enrolling. We will determine whether we need to review this certificate based on your response to Question 3.

2. Financial Documentation

As explained above, *adam* will run a credit check on your company to assess your financial viability. If a credit check cannot be run on your company i.e. you are a non-limited company or a partnership that does not give permission for a credit check to be run, you must submit financial documentation as below. Similarly, if your company is eligible for a credit check, but does not meet the threshold within the credit check, you will need to submit financial documentation that the Council will evaluate. If you have not submitted financial information and it is required, *adam* will contact you to let you know, and your application will not be rejected for this reason. Please note, you are able to upload financial documentation even if a credit check can be run on your company.

Once you have submitted your Enrolment, *adam* will run the Credit Check and review any documents that have been uploaded to ensure they are correct. No evaluation of your question responses will be completed by *adam*. Once it has passed this review, the Council will conduct an evaluation of your references and any responses to the discretionary questions.

V1.1 How to Become an Approved Provider

If, for any reason, the references are not sufficient or there is something within your responses that is deemed worthy of exclusion, the Council will provide comments to explain why your submission did not meet their evaluation criteria. If the references are sufficient and there is nothing of concern within the discretionary question responses (if applicable), your Enrolment will be approved. You will receive an email notification (within 10 calendar days post Go-Live) confirming whether or not your application has been approved.

If the application is rejected, due to insufficient references or undesirable responses to discretionary questions, the *adam* Supplier Engagement team and/or the Council will provide feedback to allow you to rectify any issues and reapply, if appropriate. You will be given ONE opportunity to edit your Enrolment and resubmit for evaluation. If your submission still does not meet the minimum criteria on your second submission, any subsequent edit and resubmission will not be evaluated until THREE MONTHS have lapsed from the date of the most recent submission. It will remain with a status of 'Pending Approval' until those three months have passed.

What happens next?

Providers need to join the DPS if they wish to supply Community Support to the Brighton & Hove City Council. This can be done by successfully completing the Registration, Accreditation and Enrolment processes as explained above. For further details on how to complete this Registration process, please see the Accreditation and Enrolment User Guide available in the Help section on both <http://demand.sproc.net> and www.sproc.net. *adam* will be available to provide technical assistance 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. During these sessions, you will learn, in detail, what you need to do to provide Community Support to Brighton & Hove City Council via the system. All scheduled training events until 28/03/16 are provided free of charge. The times and venues for these events will be communicated to you. 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.engagement@useadam.co.uk.

Once enrolled, providers will receive notifications of tender opportunities (Requirements) sent by the Council, and can respond to these via the system. If the tender (Offer) is successful, a contract (Service Agreement) will be created on the system between the provider and the Council. The provider will then submit weekly bills to the Council. More information about how the Council will manage the process can be found in the 'How the DPS will operate for you?' document at <http://demand.sproc.net/>.