

adam

Application Guide

Milton Keynes Council

Home Care

adam

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Milton Keynes Council (MKC) - Application Guide

Milton Keynes Council (MKC) will be working with *adam* HTT Ltd to implement a new DPS for Home Care for Service Users requiring the following Service Categories:

- Children's - Learning Disability - Personal Care
- Children's - Learning Disability - Short Breaks
- Adults - Memory and Cognition - Personal Care
- Adults - Memory and Cognition - Social Opportunities
- Adults - Mental Health - Personal Care
- Adults - Mental Health - Social Opportunities
- Adults - Mental Health - Personal Care
- Adults - Mental Health - Social Opportunities
- Adults - MH - (Maintaining the home/tenancy)
- Adults - Mental Health - Personal Care
- Adults - Mental Health - Social Opportunities
- Adults - MH - (Maintaining the home/tenancy)
- Adults - Autism - Personal Care
- Adults - Autism - Social Opportunities
- Adults - Autism - Maintaining the home/tenancy
- Children's - Mental Health - Personal Care
- Children's - Mental Health - Short Breaks
- Adults - Physical Disability - Personal Care
- Adults - Physical Disability Social Opportunities
- Children's - Physical Disability - Personal Care
- Children's - Physical Disability - Short Breaks
- Children's - Complex Health Needs - Personal Care
- Children's - Complex Health Needs - Short Breaks
- Children's - Autism - Personal Care
- Children's - Autism - Short Breaks
- Children's - Complex Behaviour - Personal Care
- Children's - Complex Behaviour - Short Breaks
- Children's - Epilepsy - Personal Care
- Children's - Epilepsy - Short Breaks

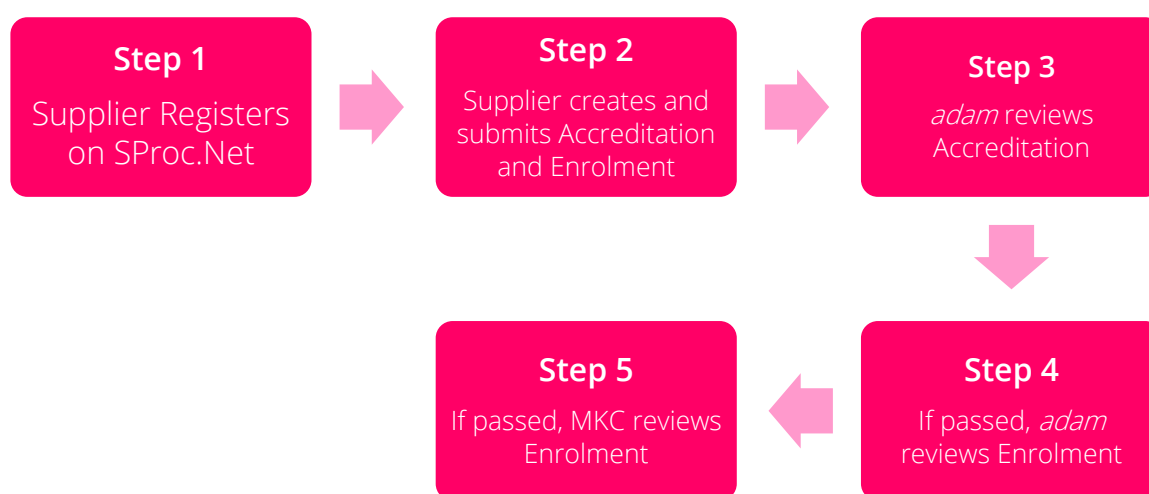
All Providers wishing to join this DPS will need to complete an Accreditation and Enrolment (A&E) on the new DPS to receive Requirements through SProc.Net.

This document will cover the following:

- Registration – applicable for Providers new to SProc.Net
 - Add Users
 - Add locations
- Accreditation – information required
- Enrolment – information required
- Next Steps

How to join SProc.Net

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



Please note that if either the Accreditation or the Enrolment is failed, the Provider will receive feedback from *adam* so amendments can be made (where possible). Typically, the cycle of these steps will take a maximum of 10 working days.

Registration

Register

You must register your business on the system (<https://www.sproc.net>). If your office/facility is part of a larger parent group, then head office should register on SProc.Net. The below shows what is required:

- Business name
- Registered trading name (if different from the above)
- Business tax/VAT number
- Charity registration number (charities only)

- Company registration number (companies only)
- SME status
- Registered business address (Address line 1, City, Postcode etc.)
- Telephone number
- Email address

Add a System User

Once the company details have been filled in, you will then be taken to a page to create a system User for head office which will require the following:

- First name
- Last name
- Job title
- Email address

Once the above fields have been completed and the first User has been created, they will receive a username and temporary password. Upon logging into SProc.Net, the User will be prompted to change their password. The User will have the ability to create other Users for their organisation.

Add a Location

It is possible to add further locations once the company has been registered on SProc.Net.

To add a location, go to the Admin tab > My Company > Locations > New, and then follow the steps to fill in the details for the location. This will include:

- Location display name
- Address

For further details and support on how to complete this registration process, please visit the 'Contact us' page at <http://demand.sproc.net> or email our supplier engagement team directly at supplier.engagement@useadam.co.uk.

Accreditation & Enrolment

The Accreditation and Enrolment is the application criteria to join the DPS. The tables below show the questions which the Provider will have to respond to. Some questions will only have to be answered depending on the response to another question.

Accreditation

To start a new Accreditation, you will need to select the following:

Client: Milton Keynes Council

Category: Home Care

You will be asked to input your CQC Provider ID.

You will be asked to download the declaration statement which you need to read and then return to the Accreditation on the *adam* system and tick:

- I agree to the terms of the document
- I am authorised to agree

This table shows the questions which will need to be completed as part of your Accreditation. Please note that every question requires an answer; if the question is not applicable to your organisation you must insert N/A to submit your Accreditation.

Q. No	Question Text	Trigger / Response
1	Name of legal entity or sole trader	
2	Registered office address (if applicable)	
3	Registered website address (if applicable)	
4	What is the legal entity type of your organisation	
5	If Other, please specify the legal entity type of your organisation	4 (OTHER)
6	Date of registration in country of origin	
7	Company registration number (if applicable)	
8	Charity registration number (if applicable)	
9	Head office DUNS number (if applicable)	
10	Registered VAT number	
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 (YES)
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 (YES)
15	Please provide additional details of what is required and confirmation that you have complied with this.	
16	Relevant classifications (state whether you fall within one of these, and if so which one) Voluntary Community Social Enterprise (VCSE) Sheltered Workshop Public service mutual N/A	
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	Details of ultimate parent company:	

	<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) (Please enter N/A if not applicable)	
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.	21 (YES)
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 (YES)
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 (YES)

Documents	
Supplier Agreement & Service Specification	<p>Click on the document to open it and read. Return to the Accreditation and tick the corresponding boxes to electronically sign this document.</p> <p>'I agree to the terms of the document'</p> <p>'I am authorised to agree'</p>
Self-Bill	Please Tick to confirm your agreement
Declaration Statement	<p>Click on the document to open it and read. Return to the Accreditation and tick the corresponding boxes</p> <p>'I agree to the terms of the document'</p> <p>'I am authorised to agree'</p>
Sub-Contractor Information (Optional)	If you have selected 'Yes' to Q24, you will need to upload the Sub-Contractor document, complete, and then re-upload in the documents field

Enrolment

Once the Accreditation is complete, the Enrolment can be started. You do not have to wait for the Accreditation to be approved however your Enrolment can only be reviewed by *adam* after you have an Approved Accreditation.

Please note that every question requires an answer; if the question is not applicable to your organisation you must insert N/A to submit your Accreditation.

Q. No	Question Text	Trigger / Required Response
1	<p>Has your organisation completed the European Single Procurement Document? https://ec.europa.eu/tools/espd/filter?lang=en (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) 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 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 	1(NO)
3	<p>If you have answered 'yes' to the question above, Please provide further details; - Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,</p>	2 (Yes)

	<ul style="list-style-type: none"> - 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. 	
4	If you have answered Yes to any of the questions above. have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning)	2 (Yes)
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>	1(NO)
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 (YES)
7	<p>Regulation 57 (8)</p> <p>The detailed grounds for discretionary exclusion of an organisation are set out on this web page, 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 	1(NO)

	- 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	
8	Please provide further details. - 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 (YES)
9	Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleansing)	7 (YES)
10	Regulation 57 (8) 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. - 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	1(NO)
11	Please provide further details. - 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 (YES)
12	Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleansing)	10 (YES)
13	Are you able to provide a copy of your audited accounts for the last two years, if requested?	
14	If no, can you provide one of the following: answer with Y/N in the relevant box. A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation	13 (NO)

	<p>or</p> <p>A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation.</p> <p>or</p> <p>A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.</p> <p>or</p> <p>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).</p>	
15	Where we have specified a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out.	
16	Are you able to provide parent company accounts if requested to at a later stage?	
17	If yes, would the parent company be willing to provide a guarantee if necessary?	
18	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	
19	<p>Please provide details of up to three Local Authority contracts. These examples must have been performed during the past three years.</p> <p>The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p> <p>Please confirm you will complete the template attached</p>	
20	<p>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)</p> <p>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)</p> <p>Please enter N/A if you do not sub-contract.</p>	
21	If you cannot provide at least one example for questions 19, 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.	19 (NO)

22	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	
23	If you have answered yes to question 22 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015? If yes, please provide the relevant URL to view the statement. If no, please provide an explanation	22 (YES)
24	Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Employer's (Compulsory) Liability Insurance = £5,000,000 *It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.	
25	Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Public Liability Insurance = £5,000,000	
26	Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Professional Indemnity Insurance = £1,000,000	
27	Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Product Liability Insurance = £5,000,000	
28	Please confirm you have uploaded your most recent CQC certificate. Please note that you must provide a 'good' or above standard to pass. If you have yet to be inspected, please upload a document to explain this	
29	Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements.	
30	Please self-certify that your organisation has a General Data Protection Policy that complies with current legislative requirements.	
31	Please self-certify that your organisation has a Sustainability or Environmental Policy or Statement that complies with current legislative requirements.	

32	Please outline how you contribute to environmental sustainability in the course of your business	
33	Please self-certify that your organisation has a Diversity or Equality Statement that complies with current legislative requirements.	
34	Please outline how you ensure diversity and inclusion within the workplace	
35	Please confirm that you will 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).	
36	Please outline any continued training and development processes and opportunities provided to ensure continued quality care.	
37	Please 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.	
38	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.	
39	Please confirm you understand and are signed up to the Ethical Care Charter.	
40	Please describe how your organisation provides Services that comply generally with the provisions of the Unison Ethical Care Charter.	
41	"Please describe how you will ensure that without limitation the terms upon which you engage with Staff involved in the provision of the Services and that these reflect the provisions of the Unison Ethical Care Charter."	
42	"Please select the statement which best reflects your organisation's commitment to the Living Wage Foundation."	
43	Please confirm you are able to provide services 365 (366 in leap years) days a year between the core hours of 6.30am and 10.30pm	
44	Please confirm that you have processes or systems in place to respond to referrals for support packages to commence at weekends, with staff available to carry out risk assessments etc., to ensure prompt service provision.	
45	Please confirm that you have processes or systems in place to respond to referrals for support packages to commence at weekends, with staff available to carry out risk assessments etc., to ensure prompt service provision.	

46	Have all Care Workers completed the Care Certificate Induction Standards (or other standards as set out by the CQC) within 12 weeks of starting employment?	
47	Please confirm that Registered Managers have, or will undertake, a recognised qualification for registered managers within the first year of employment.	
48	Please confirm that Care Workers have undertaken a Qualification and Credit Framework (QCF) Diploma Level 2 in Health and Social Care within their first year of employment (or as soon as the Care Worker's residential status enables funding to be sought) unless an equivalent qualification has been attained.	
49	Please self - certify that your company has all of the Policies as specified within the Supplier Agreement?	

Documents	
European Single Procurement Document (Optional)	Please upload a copy of the relevant evidence to having already completed a European Single Procurement Document, as outlined in question 1
Living Wage Foundation Certificate (Optional)	Please upload a copy of your organisation's Living Wage Foundation certificate, as requested in question 49.
Service Provider CQC Registration Certificate	Please upload a copy of 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 location that is being enrolled.
Contract Examples	Please download the contract examples template, complete for up to three contracts and reupload as stated in question 19
Financial Documentation	Please upload copies of the required financial documentation, as requested in questions 13-18, as applicable
Business Continuity Plan	Please upload a copy of your organisation's Business Continuity Plan, as requested in question 43.
Employers Liability Insurance	Please upload your Employers Liability (including volunteers) Insurance Policy (£5m). It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.

Public Liability Insurance	Please upload your Public Liability Insurance (including Loss or damage to Service Users' personal effects) (£5m)
Professional Liability Insurance	Please upload your Professional Liability Insurance Policy (£1m)
Product Liability Insurance	Please upload your Product Liability Insurance Policy (£5m) question 27.

Service Categories

The Service Categories below show a breakdown of the services which Milton Keynes Council includes under the Home Care DPS. You will need to select all of the Service Categories which apply to your organisation. These are:

Service Category	Service Template
Children's - Learning Disability - Personal Care	0-5 years
	6-19 years
Children's - Learning Disability - Short Breaks	0-5 years
	6-19 years
Adults - Memory and Cognition - Personal Care	18-64 years
	65+ years
Adults - Memory and Cognition - Social Opportunities	18-64 years
	65+ years
Adults - Mental Health - Personal Care	Mental Health - 14-17 (Transitions)
Adults - Mental Health - Social Opportunities	Mental Health - 14-17 (Transitions)
Adults - Mental Health - Personal Care	Mental Health - 18-64
Adults - Mental Health - Social Opportunities	Mental Health - 18-64
Adults - Mental Health - (Maintaining the home/tenancy)	Mental Health - 18-64
Adults - Mental Health - Personal Care	Mental Health - 65+
Adults - Mental Health - Social Opportunities	Mental Health - 65+
Adults - Mental Health - (Maintaining the home/tenancy)	Mental Health - 65+
Adults - Autism - Personal Care	Autism - 14-17 years (Transitions)
	Autism - 18-64 years
	Autism - 65+ years
Adults - Autism - Social Opportunities	Autism - 14-17 (Transitions)
	Autism - 18-64 years

	Autism - 65+ years
Adults - Autism - Maintaining the home/tenancy	Autism - 18-64 years
	Autism - 65+ years
Children's - Mental Health - Personal Care	0-5 years
	6-17 years
Children's - Mental Health - Short Breaks	0-5 years
	6-17 years
Adults - Physical Disability - Personal Care	18-64 years
	65+ years
Adults - Physical Disability Social Opportunities	18-64 years
	65+ years
Children's - Physical Disability - Personal Care	0-5 years
	6-19 years
Children's - Physical Disability - Short Breaks	0-5 years
	6-19 years

Bank Details

You will also be provided with a space to enter your Bank Details for payment purposes.

Next Steps

For more details on how to create and submit your Accreditation and Enrolment information, please see the Accreditation and Enrolment User Guide available at <http://demand.sproc.net> under the 'Help' section.

Glossary

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.