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FAQs Document

Milton Keynes Council : Home Care DPS

Question no.	Provider	Question	Answer
1	Crystalise	Is there a time limit to join SProc.Net?	No, A DPS has no deadline date or closure date, however Milton Keynes Council have confirmed that they will be sending out care packages from the end of February so in order to gain visibility of all packages from the beginning we recommend that you submit your enrolment to the DPS before mid-February.
2	MEGA Nursing & Care	If I am already registered to SProc.Net do I need to do it again?	No, if you already have a username and password you won't need to create another account, simply log in and create a new Accreditation & Enrolment for Milton Keynes. Confirmation of when this will be available will be emailed to you
		Will the existing Framework providers be invited to join the DPS? And will they get any preferential treatment?	MK will continue working with their Framework providers and their existing agreement will remain in place. Care packages will be offered to the allocated Framework providers first, if they are not accepted the package will then be distributed via SProc.Net to the providers accepted onto the DPS. All DPS providers will be given equal opportunity to accept the package.
3	Bluebird	Will prices be fixed on the DPS?	No, The DPS will have not have a fixed rate. There may, however, be a price range set by the Council in order to ensure its commitment to UNISON's Ethical Charter and affordability.
		Will CHC (continued Health Care) packages/ NHS packages be placed on this DPS?	Initially, this is for Milton Keynes Council packages only. CHC may be included at a later date.
4	Chilton	How often are we notified about care packages becoming available?	You will be notified in Live time when a package is placed onto the system. notification settings can modify on your profile.
		How long will the open for offers period be?	Each Requirement will have an end date and time. Each package may have a different open for offer period. Offers are not accepted on a first come first basis. Providers are eligible to submit an offer up until the requirement closes.
5	Central Staffing	Who are notifications sent to?	Notifications are sent to those who have 'admin' access. Role rights can be amended on the system.

6	My Home Care	Will a service Specification be available?	Yes, there will be a service specification available. It will outline the level of quality that is expected to be delivered by Providers
7	Unknown provider	I'm a new set up, am I able to apply?	Yes, anyone is able to apply for the DPS, simply answer the questions outlined in Accreditation and Enrolment.
8	Neptune	Is there a cost to joining the DPS?	No, the DPS is free of charge.
9	Superior Care	If I am already an approved provider (as a SPOT Provider) do I still need to Accredite and Enrol or am I automatically accepted onto the DPS?	Everyone is required to complete the Accreditation and Enrolment regardless of the contractual relationship you have with MKC. This is the only way MKC will be commissioning packages, so to gain visibility you must be enrolled onto the system.
		Is there a tiering structure or sequence for providers to see the packages on the system? e.g: when packages are released, will it go to shortlist of providers first and then out to the next group and so forth?	No, once the package is on the DPS, it will be sent to all providers who have indicated that they provide those services. All providers will be given the same time and opportunity to review and accept the care package.
10	Care Forum	Is this process only going to be used when the Framework providers cannot deliver the care?	Yes, the agreement with the framework providers will remain the same. The DPS will be used when the FW providers have confirmed that they cannot fulfil the need.

11	Empathy Care 24	What is the entry criteria?	The entry criteria consist of a two- stage questionnaire set by MKC. It is called Accreditation and Enrolment. Once the portal opens providers can visit <a href="http://demand.sproc.net/">http://demand.sproc.net/</a> where they will see a section called 'How to become an approved provider', in here providers will find guidance that outlines what is required to onboard. The presentation explains what documents are required to join
12	Unknown provider	Can Framework providers join the DPS to gain visibility of packages that fall outside of their current zones?	Yes.
13	Elevation	When can we join?	Providers can register from today, simply log on to <a href="https://www.sproc.net">https://www.sproc.net</a> and register as a new supplier. <i>adam</i> will notify you when the Accreditation and Enrolment is available for providers to complete, we expect this to open before the end of January 2020
14	Paratus Partner	What will the division of cost/ quality be?	Once the portal opens providers can visit <a href="http://demand.sproc.net/">http://demand.sproc.net/</a> where they will see a section called 'How to become an approved provider', in here providers will find an operational guide, MKC will outline the division here.
		Who will pay us?	<i>Adam</i> will pay providers following instruction from MKC.
15	Excel Care	Are prices fixed on the DPS?	No, The DPS is a competitive process.

		How will quality be measured?	Aspects of quality will be measured on the basis of the provider's ability to demonstrate, through its responses to specific questions, that it can deliver, the required services to the standard set by the Council.
17	Neptune	Do I need to submit one price on the DPS? or will each package be individually priced?	For each Requirement that is distributed providers will need to be review the information and price.