

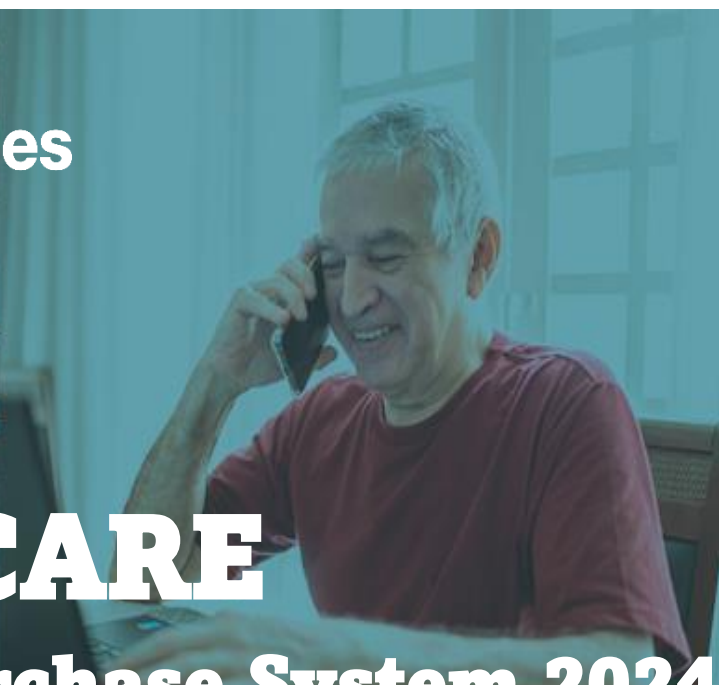


Milton Keynes
City Council

HOME CARE

Dynamic Purchase System 2024

FAQs Document – Provider Engagement



Question no.	Question	Answer																		
1	Is there a time limit to join SProc.Net?	No, A DPS has no deadline date or closure date, however Milton Keynes City Council have confirmed that Providers who are rejected during the enrolment process will not be able to re-enrol onto the DPS immediately. Re-enrolment can only take place one year after the initial rejection. This will depend on the needs analysis and demand of the council.																		
2	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 and emailed to you.																		
	Will the existing DPS providers be invited to join the NEW DPS? And will they get any preferential treatment?	Providers who are rejected or unable to enrol onto the New DPS will not be able to bid for new referrals when the New DPS goes live. Providers already supporting MKCC clients will continue supporting and provider care to clients on the existing agreement until further notice given by Council. Requirements/ referrals on the New DPS will be awarded via SProc.Net and all the approved providers on the New DPS will be given equal opportunity to bid and accept packages or care as set out by MKCC.																		
3	Will prices be fixed on the DPS?	No, The DPS will not have a fixed rate, the rates will be based on a floor and ceiling rates. The price ranges set by the Council are to ensure MKCC's commitment to UNISON's Ethical Charter and affordability. Current rates are as below: Annual uplifts may be awarded. <table border="1" data-bbox="819 970 1619 1281"> <thead> <tr> <th>Category</th> <th>Floor</th> <th>Ceiling</th> </tr> </thead> <tbody> <tr> <td>Price per shift (Sleep in)</td> <td>£84.92</td> <td>£92.04</td> </tr> <tr> <td>Price per shift (Waking nights)</td> <td>£175.51</td> <td>£194.59</td> </tr> <tr> <td>Price per day Shift (Live in)</td> <td>£117.58</td> <td>£141.09</td> </tr> <tr> <td>Price per hr (Adult Homecare)</td> <td>£22.79</td> <td>£24.69</td> </tr> <tr> <td>Price per hr (Children & Young People)</td> <td>£21.20</td> <td>£27.39</td> </tr> </tbody> </table>	Category	Floor	Ceiling	Price per shift (Sleep in)	£84.92	£92.04	Price per shift (Waking nights)	£175.51	£194.59	Price per day Shift (Live in)	£117.58	£141.09	Price per hr (Adult Homecare)	£22.79	£24.69	Price per hr (Children & Young People)	£21.20	£27.39
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4	Where is the new DPS going to be advertised?	The new DPS will be published on FTS (Find a Tender) and the Access group/ Adam website																		

5	If the existing providers already meet the additional requirements over and above for the current accreditation criteria. What is the justification for existing providers re-enrolling onto New DPS and potentially rejected?	<p>The 2019 DPS accreditation and enrolment criteria did not embed MKCC care quality standards within the enrolment of new providers. The New DPS ensures that MKCC quality standards (as per specifications) are clear and reflected with all the DPS processes including the referral/requirement scoring criteria.</p> <p>The aim is to drive quality and improve service delivery. Provider's will need to demonstrate how they meet the criteria using an evidence-based approach. Part of the ongoing quality improvement plan the CQC and PAMMs rating will used as a quality measure when awarding requirements to providers.</p>
6	How long will the open for offers period be?	<p>Each Requirement will have an end date and time.</p> <p>Each package may have a different open for offer period.</p> <p>Offers are not accepted on a first come first basis but on set scoring criteria like CQC, MKCC Quality compliance rating, cost, and the provider evaluation score.</p> <p>Providers are eligible to submit an offer up until the requirement closes.</p>
7	Who are notifications sent to?	Notifications are sent to those who have 'admin' access. Role rights can be amended on the system.
8	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
9	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.
10	Is there a cost to joining the DPS?	No, the DPS is free of charge.
11	If I am already an approved 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 MKCC. This is the only way MKCC will be commissioning packages and evaluate providers quality standards, so to gain visibility you must be enrolled onto the new DPS system.
12	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.

13	What are the entry criteria?	The entry criteria consist of a two- stage questionnaire set by MKCC. It is called Accreditation and Enrolment. Once the portal opens providers can 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
14	Are you going to have an implementation team to support providers after going live?	Yes, Access Group will support providers with any system technical support and MKCC will support with any contractual and operational support.
15	What will the division of cost/ quality be?	Once the portal opens providers can visit http://demand.sproc.net/ 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.
16	Are prices fixed on the DPS?	No, The DPS is a competitive process.
17	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.
18	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.
19	Do providers have to wait until the new system goes live to update any expired documents on ADAM.sproc?	No, Providers supporting any of MKCC Service Users via current OR New DPS are expected to continue uploading/ updating any of expired documents e.g. insurance.