Liverpool Council

Operational Guide

Liverpool Payments

June 2022

adam

Liverpool Payments Operational Guide

Liverpool CCG is working with adam to introduce a web-based system, SProc.Net, to manage the Council's payments to all providers. The Council will use this system for the payment of care and all related services , as and when required.

As a potential Service Provider, this document will take you through how the Council will manage their care package and invoicing process using SProc.Net.

How will the Council use SProc.Net?

Service Agreements

When a payment for a care package or auxiliary service is required a Service Agreement will be created on SProc.Net between you and the Council.

Changes to Service Agreements

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:

Changing a Service Agreement

Where an alteration in the service is required, it is permissible to request a change with the Provider/MLCSU. 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 are not limited to:

- Start Date/ End date
- Rates
- Intermissions

Ending a Service Agreement

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

- Certain matters relating to safeguarding processes and procedures.
- Provider circumstances change that would mean they no longer meet the minimum requirements e.g. loss of registration where applicable.
- Provider serves termination notice.
- Upheld complaints concerning the Service Provider competence.
- Significant alterations in duration of support required.

All decisions will be made in consultation with all parties involved, prior to the ending of a Service Agreement.

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As a Service Provider, if a change to service is identified, this will need to be raised to the Council via the Messaging functionality on the Service Agreement.

Intermissions

Occasionally, there may be an event which "interrupts" the delivery of the service to an individual such as planned or unplanned hospital admissions. 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.

Occasionally, there may be an event which "interrupts" the delivery of the service to an individual. 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. Fees will not be payable throughout the period of an intermission. Below is a list of examples of circumstances in which an intermission maybe applied:

- If the service is not provided to the Service User due to sickness or holiday.
- During the school holiday periods.
- During long term periods "on hold" pending a restart with the same Service Provider and driver.

Suspensions

The Council reserve the right to suspend a Provider from their supply base, for reasons such as, but not limited to;

- Non-compliance with Safeguarding requirements
- Other matters related to safeguarding e.g. during certain investigative processes
- Poor delivery of service
- Quality Concerns
- Out of Date Licences and Documentation

A Suspension means that a Supplier will not receive new Requirements distributed by the Council.

Service Receipting and Self-Billing

Once a Service Agreement has been created and the service has commenced, as a Provider, you will need to submit weekly invoices ("Service Receipts") through SProc.Net. Service Receipts need to be submitted by Tuesday midnight in order to be included on the next payment run. Service Receipts are a record of the service delivered and will be used by the Council to pay you, compared against Self-Bills generated from approved Service Receipts. adam will act as payment agent on behalf of the Council. Please refer to the adam training User guides for the process on Service Receipting.

If you have multiple Service Agreements with the council and no amendments are required on the Service Receipt, please contact the council directly to discuss processing your service receipts in bulk.

Communication

Provider Relationship Management module

The Council will be using Provider Relationship Management (SRM) within SProc.Net to communicate with approved Suppliers. SRM allows the Suppliers 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 in the 'Help' section.

Complaints

If you wish to lodge a complaint, please contact the Council via the web address below:
[Insert email address]

Next steps: How To Join

Providers who wish to supply Passenger Transport services to Doncaster Council will need to meet the minimum entry criteria by applying online at www.sproc.net. It is a simple three step process consisting of Registration, Accreditation and Enrolment. Please refer to the Application Guide for details on the entry criteria and an explanation of the process.

Accreditation and Enrolment

Accreditation and Enrolment Evaluation

Once completed, your application will be checked by adam's Supplier Engagement team, with final approval completed by MLCSU. Post Go-live, you will receive an email notification within 10 working days confirming whether or not your application has been approved. If the application is rejected due to you failing to meet the minimum criteria, the adam Supplier Engagement team/MLCSU will provide feedback to allow you to rectify any issues and reapply, if appropriate. Please note, there is no limit to the number of application resubmissions.

Commented [ZD1]: What email address can we give for complaints?

Glossary

Accreditation - The first part of the second step (selection) of the process that a Provider is required to complete in order to join the DPS. It involves responding to a series of questions and uploading documents.

adam - adam HTT Ltd trading as adam, the provider of SProc.Net, who will also act as the payment services provider.

Enrolment – The second part of the second step (selection) of the process that a Provider needs to complete in order to join the DPS. It involves submitting further information based on which the council evaluates the capability of your organisation to deliver Services.

Entry Criteria – The criteria that a Provider must meet and maintain throughout the duration of the DPS in order to successfully complete and to retain their Accreditation and Enrolment on the DPS.

Intermission – A "hold" on the delivery of Services under a Service Agreement while the Service Agreement remains in force.

Price – Your proposed costs for carrying out a Requirement as contained in an Offer.

Public Contract Regulations – The Public Contract Regulations 2015, amended from time to time, that govern how public sector procurements must be carried out.

Self-Billing Procedure – Arrangements you sign up to as part of the Provider Agreement for adam to generate invoices billing the council on your behalf and to process payments to you on behalf of the council.

Service Agreement – 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 Receipt – This is the electronic record submitted via the DPS to confirm the services you have delivered in the specified week. This is used instead of sending a paper invoice.

Services – These are the Services that the Provider will provide where required by the council from time to time in accordance with the Provider Agreement as more fully described in the Specification and further detailed by a Requirement.

Specification – The outline description of the Services the council may require from time to time via the DPS.

SProc.Net – An internet-based technology platform through which the council will be operating the DPS to procure Services (web link is www.sproc.net).

Provider Agreement – The overarching agreement between the council and a Provider setting out how the council will award Service Agreements and the terms and conditions applicable to such Service Agreements.