

Question and Answer responses from Supplier Engagement events 4th and 5th February 2019

Question	Response
Can you explain how driving down cost improves quality	<p>One of the benefits of a DPS system is being able to demonstrate that the services procured are Value for Money.</p> <p>As the DPS remains open for suppliers to join at any time, the DPS it will, by its nature, generate competitive pricing. However, as services are not procured solely on price, contracts awarded will be based on MEAT therefore ensuring quality of service is a consideration in the award process.</p>
Will suppliers be scored on quality and monitor KPI's ?	<p>The overarching Supplier Agreement Terms and Conditions, together with the specific Call Off terms assigned to the Requirement will regulate the management of the quality of the contract and the services that are being delivered. The LCP will look to work with suppliers to address any issues found. The award criteria is determined by LCP Member and guidance given in the supporting documentation, however these are recommendations and not mandated. The KPIs will be determined by LCP Member at point of call off.</p>
Will there be one application to join the DPS?	<p>Yes, an application is needed with a response to the Standard Questionnaire, if there are any industry related questions relevant to specific Service Categories you may be asked to answer further questions in part 3 of the SQ. The supplier will only need to complete this process once, however suppliers will be required to ensure their enrolment is updated with documentation such as policies / insurances etc</p>
Do the regions apply to the location of the organisation or where the services are to be delivered?	<p>These are where the services will be carried out and not where your office is based.</p>
Is the Accreditation & Enrolment similar to the Construction Line Platform	<p>No, The Sproc.net Accreditation and Enrolment will be using the CCS Standard Selection Questionnaire (SQ) as the contracts that will be awarded are all Services.</p>
Where is the Sproc.Net system messaging function?	<p>The ability to message the LCP Member exists on the:</p> <p>Requirement - At the bottom of the Requirement page. Any questions and subsequent responses will be seen by any supplier who has received that requirement.</p> <p>Offer - At the bottom of the Offer page, where the communication is between you and the LCP Member only</p> <p>Service Agreement - This is at the bottom of the page also and any communication will be between you as the supplier and the LCP Member.</p>
We normally invoice monthly, how far apart is the milestone?	<p>You can service receipt against the milestones created in the Service Agreement or through discussion and</p>

	agreement with the LCP Member determine alternative milestones that may allow monthly payments.
Can you make changes to the notifications so that other members of my team can see the process?	Notifications come through when activities happen on the SProc.Net system e.g. when a new Requirement is posted. If other members of your team need to have access to see this information you can create a 'My Team' function to share this information within your own teams. This will be covered off in training and the support guides.
Once the LCP Member has approved the milestone request can you submit an invoice?	Once you have an active Service Agreement, you will need to submit periodic Service Receipts through SProc.Net based on any milestones determined on the Service Agreement. Once the Service Receipt has been approved, the Service Receipt will form the basis for payment for the service provided. The payment method may vary where the LCP Member has opted to use the DPS platform provider as a payment agent
Can you make changes to your offer	Yes, you can make as many changes to your offer as necessary during the 'Open for Offers' Period. In addition you can withdraw your offer (once) if you no longer wish to progress any further.
Suppliers are encouraged to be on the platform, if you have many suppliers enrolled to a category, will the tender opportunity go out to all who have enrolled under the category?	The LCP Member will have the ability to filter the potential number of responses. The first part of the requirement creation is selecting a Service Template which starts to define the actual services the member is looking to procure. Through the use of 'Features' (pass fail criteria within a Requirement) together with filters on value banding and geographical area, the number of potential suppliers will be reduced. These filters are optional for the LCP Member and are not mandated by the LCP.
Can the LCP member select a specific supplier?	No direct awards are permissible via this DPS and therefore all requirements will be issued to those who have enrolled to the specific Service Category (subject to any filters the LCP Member chooses to apply)
It would be good if the system could tell you how many suppliers are bidding for the same services?	A Requirement does not indicate how many potential suppliers are capable of responding with an offer. LCP Members will be encouraged to give feedback . Suppliers will, however, be able to see where they are ranked during the open for offers period. The LCP intends to publish on demand site a list of all suppliers enrolled to specific service categories.
Will there be feedback to the supplier of where they were in the ranking after the Requirement has closed?	We will be encouraging all LCP Members as good practice, to provide feedback to those suppliers that were unsuccessful.
What are the Levy and Management fees?	There is no ongoing charges for Suppliers. A levy is raised against the value of the Service Agreement and this is payable by the LCP Member.

<p>How are you managing the LCP member</p>	<p>We have been holding briefing sessions with the current LCP members. The Access Agreement and LCP Member pack will define the roles and responsibilities between the LCP Member and the LCP. The expectations and guidelines for using the DPS will also be covered, the LCP reserve the right to terminate any Access Agreement where an LCP Member is not using the platform as intended.</p>
<p>It will be useful if there are updates on what contracts have been awarded?</p>	<p>Yes this is very useful, the adam platform has the ability to report on data that will be useful to suppliers and LCP Members alike. There will be ongoing events and communication.</p>
<p>Is this live now?</p>	<p>No the system is not live at the moment. You can register on Sproc.Net now via http://demand.sproc.net/Clients now but the suite of procurement documents wont be available until the OJEU notice has been published (planned for February 2019).</p>
<p>Do you need to respond to the OJEU?</p>	<p>The OJEU notice will have links and will direct you to how you can complete the Accreditation & Enrolment. Alternatively you can view all the contract documents at http://demand.sproc.net/Clients</p>
<p>We are a Multi disciplinary supplier, can we set up a dedicated team that can just respond to RQ?</p>	<p>Firstly, you are not restricted to the number of Service Categories you can enrol to if you meet the criteria. You can set up a team if you wish that can respond to Requirements and has visibility over the whole of the process. We will cover off the use of 'My Team' in training.</p>
<p>We put in a lot of work in relation to responding to tenders, how will this system help us?</p>	<p>We appreciate that considerable time is devoted to responding to tenders that are published. Through the use of a DPS you will only have to respond to the Standard Questionnaire and upload documents such as policies and insurances once, thereafter the time will be spent replying to specific Requirements for individual packages of services via a mini competition process.</p>
<p>Are major works defined?</p>	<p>The Major Works Framework being introduced by the LCP will be for works above £1 Million. The Major Works Framework will be available from Mid 2019.</p>
<p>Is this just a Haringey DPS?</p>	<p>The DPS is operated by The London Construction Programme, a virtual organisation hosted by the London Borough of Haringey. The DPS will be open to LCP Members through an access agreement. Haringey have a dedicated DPS team to support the process.</p>
<p>How do LCP members currently procure services?</p>	<p>There are other platforms that are in place that they use but these tend to be a two stage process where the Member refines the number of suppliers and then uses its own procurement tool tender. However, the appetite within LCP Members is to move to a single source platform for all members. The LCP are also developing a DPS for Minor Works and Framework for Major Works both of which will be available later in 2019.</p>

Do you think the LCP Members will use the DPS?	Yes, We have configured the Sproc.Net system to allow LCP Members the flexibility to run their own mini-completions. We are engaging with potential suppliers to ensure that we can meet the demands of the LCP Members.
What about the Social value commitment, will it be up to the member to determine that?	Yes, It will up to the LCP member to advise of their social value commitments. Suppliers will be aware that contracts with a value of above £1m have to have an apprenticeship created.
Can a List of LCP Members, and what they procure, be supplied?	The LCP Membership can come from any of the organisation types shown on the slide presentation (slide 7). The LCP will also publish this on the Demand site when the DPS goes live.
What does the Price Banding refer to, the fee value or project value?	The supplier will be assigned to a price banding based on the annual turnover of the organisation. The LCP Member will have the ability to use price banding as a filter when creating a Requirement.
Is there any rule for the use of the multi-disciplinary category?	This will be at the discretion of the LCP member
What is the invoicing process?	The LCP Member will have the option to use their own payment system to pay suppliers or opt to use adam as a third party payment agent. If the member uses their own payment system the supplier will raise a Service Receipt against the milestone then send the LCP Member an invoice for the services supplied. If adam is to be used as the third party payment agent then the Service Receipt will form part of a consolidated invoice sent to the LCP Member to pay adam and then adam will pay the supplier. The LCP is not mandating the use of any particular option and this will be down to the LCP Member to decide.
Isn't this procurement process one that is already run through on Construction Line?	The LCP has now ceased using Construction Line system and suppliers will need to accredit and enrol to the Sproc.Net system to be able to see any Requirements made by the LCP Members.
Can we scrap the Construction Line enrolment?	Yes as we are no longer using the Construction Line platform for our DPS.
If already registered on adam, will you need to go through the same process?	Even if you are registered on adam already you will still need to successfully complete the Accreditation and Enrolment process and meet the entry criteria to be accepted onto this DPS.
Can we see a full overview of the Standard Selection Questionnaire (SQ) criteria?	Full details to be provided on the demand site when the OJEU notice is published. http://demand.sproc.net/Clients

<p>How is the outcome of any mini-competition communicated to the suppliers that are unsuccessful In tenders?</p>	<p>You will see where you are ranked during the open for offers period based on the price element to your offer. Once all quality elements of the Offers have been evaluated by the LCP Member a Service Agreement will be created with the top ranked supplier. We are encouraging LCP Members to provide full feedback to those suppliers who haven't been successful.</p>
<p>When a Requirement is distributed, Is there option to see full information, and then what happens if you choose to opt out?</p>	<p>All documents are visible to all suppliers eligible to see the Requirement. You can choose to accept the Requirement and progress to making an Offer. If you choose to decline to make an offer against the Requirement you will receive no further communications regarding that Requirement.</p>
<p>When is go live on the DPS?</p>	<p>Establishment of the DPS will occur in Feb. This will involve the publishing of the OJEU and suite of contract documents that will support the process. We have a statutory minimum period of 30 days from that date to go live. So go live will take place in March. You can however, register on the system from now noting that a registration is not approval onto the DPS. We will send out communications when we establish.</p>
<p>How many suppliers are engaged?</p>	<p>We have carried out a mapping exercise which identified 250 suppliers who span across the 18 Service Categories. We have to ensure that all Service Categories have coverage and sufficient to cater for the demands of our LCP Members and the further sub categories that sit under the 18 Service categories</p>
<p>If you are on the DPS can you go on and add additional services categories?</p>	<p>If after your original Enrolment has been approved you wish to receive Requirements for other Service Categories, there is a process whereby these can be added. You may be required to respond to additional questions specific to those Service Categories.</p>
<p>Value band 3 is there an upper limit?</p>	<p>No</p>
<p>What about Minor works for construction?</p>	<p>This will be a separate DPS and you will be required to complete the Accreditation and Enrolment to that system. This DPS is likely to go live in April or May 2019 and we will communicate when this will happen.</p>
<p>What about those companies trying to 'buy' work?</p>	<p>As Procurement professionals we have ensured that there are clauses within the Supplier Agreement to reject those offers that are abnormally low or unsustainable.</p>
<p>What is the fee?</p>	<p>We believe that we have pitched the fee at a very competitive rate compared to other similar type products on the market. The fee has not yet been confirmed but will be between 1% and 3% of the value of Service Agreements created by an LCP Member.</p>
<p>When the LCP Members are viewing the Requirements will they be able to see who has bid?</p>	<p>No, This information is not visible to either a Supplier or LCP Member during the Open for Offers Period. LCP Members will only have visibility over who has submitted</p>

	an offer once the Open for offer period has ended to ensure fairness and transparency.
Is there a way that you have view and can report on how the prices are driven down over the years?	Yes, this is captured in the MI reporting and the intention is to share this information with LCP Members and suppliers at regular events.
In the slide on projects you indicate that spends of £42M & £52M have occurred. How many projects is this over?,	The £42M represents 92 housing projects and the £52M represents 106 education & other account projects.
The figures shown of £42M and £52M do they represent project values or fee values for Professional Services.	These are the values of the professional services fees paid relating to spend on larger projects procured through the Major Works Framework.
Will this system reduce the tender stage?	Yes, once you have successfully accredited and enrolled to the Sproc.Net system all services procured after that will be through mini competitions where the specific projects and requirements will be tendered.
Do you carry out any checks to ensure at the mini-competition stage there are no duplication of questions asked at enrolment?	All documentation provided at Enrolment stage will be available for LCP Members to view. This should discourage LCP Members from duplicating questions at the Call Off stage. The intention is that Requirement questions, and your required responses, will be specific to the services and project being procured.
Will Subcontractors need to be on the DPS?	No, If you use subcontractors they don't need to apply to the DPS (unless they want to). Through your enrolment you will provide supporting information to demonstrate how you work with sub-contractors.
Value banding 3 will be the most popular and will not make a big difference to any filtering?	We will review the feedback on filters and address them in the configuration of the system. There are however other filtering elements such as regions and Pass/Fail questions.
How many members are there and are they committed?	There are 43 LCP Members, who comprise Local Authorities and other Public Sector organisations. The LCP, as part of its engagement activities will be looking to increase their membership.
Are the LCP Members only going to use this platform?	Obviously we cannot mandate the use of this system, however by creating a system with a wider scope of services and added flexibility we believe LCP Members wont have to go elsewhere. The LCP believe that this is the leading system in the market at present. In addition we are providing a DPS for Minor Works and a framework for Major Works offering a complete suite of platforms for the LCP Members.
What is the timeline for major works	12 th February OJEU notice will be published, with an anticipated 'Go Live' in May or June.

What is the percentage of the 43 LCP Members interested?	23 London based Members have already shown a strong interest and we are engaging with other LCP Members and Public Sector organisations and providing them with information. We are holding Member engagement sessions to inform them of the system and how they might use it.
Construction Line process has had issues, what's the mechanism for the transfer to adam?	Unfortunately there is no transfer available as the selection criteria for Construction Line was based on PAS91 and for the Sproc.Net system is based on the CCS Standard Questionnaire. Therefore, to be approved on to the DPS you will need to complete an accreditation and enrolment.
Is there a new OJEU notice	Yes, the old OJEU was cancelled. The new OJEU will be published in February and posted on the demand site. We will obviously communicate that with you.
Adam, ran a procurement with another Local Authority what happens to this?	It is still live and will generate competition. The enrolment to that system has no bearing on the enrolment to the LCP DPS.
Will there be a standard terms and conditions?	Yes, as part of your enrolment you will be required to review and accept the over arching terms and conditions - The Supplier Agreement. With every Service Agreement awarded there will be a call off contract applicable to the specific contract of works being procured. That call off contract will be the responsibility of the LCP Member who places the requirement on the system.
Will the contract documents go through for legal review?	All contract documents are being reviewed by Haringey's legal team. It will, however, be the responsibility of the particular LCP Member to ensure that due diligence is completed prior to completing the Access Agreement and cover off any additional terms in their Call Off contract.
Are the tender steps standardised?	Yes the format will be the same in each Requirement as will be the process for responding making it easier for suppliers to know where to look for specific pieces of information.
Will there be the ability to do a site visit?	Site visits, if required, will be identified with the requirement and arrangements can be made in a similar way to the process now.
Can you submit revised offers?	Yes, you have the ability to revise your offer as many times as necessary at any stage up to the Open for Offers period. This revision can include any quality elements or your price for the services. You also have the ability to withdraw your offer (once) if you no longer wish it to be considered for that requirement.

What happens if there are 100s of suppliers in each Service Category?	Whilst there may be a large number of suppliers within each Service Category the LCP Member will apply Templates identifying more closely the type of service required and it is unlikely that these will contain all the suppliers enrolled to the Service Category. The filtering available to LCP Members, through Features, value bands and geographical codes will reduce the potential number of responses. The LCP has to balance the number of suppliers available to LCP Members with the potential volume of work going through the system.
Can we have a word limit on the quality response required in a Requirement?	Yes, this is restricted to 6000 characters. If longer responses are required these can be uploaded to the offer response as a word or PDF document.
Can we upload documents to the Requirement?	Yes, the system has the ability to upload a variety of documents against a Requirement and also to copy and paste existing information into the text response boxes. These uploads can be in any of the standard formats.
How is this different to there tendering portal for other organisations?	There are other portals available and used by organisations. Most of those are two stage processes where a tender list of suppliers is obtained and then transferred to the organisations own procurement portal. The Sproc.Net system, we believe, has the best DPS functionality, giving the LCP management information, ability to pay suppliers through the system, and facilitates the procurement, commissioning and payment, on one platform.
Is there a contractor arrangement on the system?	The overarching terms and conditions are held in the Supplier Agreement. Individual Service Agreements will have specific Call off contracts attached to them. These will be managed by the LCP member commissioning the services and will be identified at the time of the Requirement and added to the Service Agreement..
Is there any control on how long it takes the member to respond to the messaging function?	We will monitor response times, however it is in the LCP Members interest to respond to any questions raised as this will provide clarification on any response.
Do you have to pay for the training sessions?	No, there will be no costs for any of the training sessions. The training sessions will be for all staff who will be using the system and will focus on their specific roles. Training will be supported by guides
What information will we get on the projects, and how will we manage this?	The use of the Sproc.Net system allows benchmarking across all similar projects procured. The LCP have indicated that they will share this information from time to time to inform LCP Members and suppliers.
If a contract isn't going ahead, what happens	We will, as part of the training, ensure that LCP Members are aware of the full process including cancelling unwanted Requirements and advising the supply chain to that effect.
Is the levy applied at point of award of a Service Agreement?	No, the levy applies at the point that a Service Receipt is created. The levy is only payable by the LCP Member, as the DPS is free for suppliers to enrol and use.

Deliverables, will these be specific to each project?.	Yes, these will be identified as part of the Requirement within the Project Brief that is uploaded.
We have an office in London but are under cut by other geographically based suppliers. There is no mention how local businesses have an opportunity?	Further filters using value banding and pass / fail criteria in features gives the ability to further refine who sees the Requirement. Use of these filters will help promote localism.
Can BIM2 be used or is this up to the LCP member?	Yes, The LCP Member who creates a requirement has that choice.
Is there within the framework a standard weighting for price and Quality?	No, this is entirely up to the LCP Member as we have given them the flexibility to do that as part of the creation of their requirement. We will however, have recommendations within the documentation as to the split but these are not mandated.
Do suppliers need to be London based?	No, as long as you can deliver the services within the confines of the M25 we are not requiring them to have an office in the area.
Will there be a description on the terminology used during the presentation and once we are live on the system?	The contract documents have glossaries of terms used and their meanings in relation to the system. There are guides on the system that also explains the terminologies used.
Will you be using NEC types of contract?	The LCP Member will have the ability to select from a suite of call off contracts or use their own and this will include NEC if applicable.
Will there be mini tenders?	Yes, this is exactly what the DPS is, you will need to go through the Accreditation and Enrolment process to be admitted to the DPS and that will only need to be done once. From that period forward procurement of the specific services will all be mini-competitions in the form of a requirement generated by a LCP Member.
Will there be direct awards?	No, the LCP Member will not be able to make direct awards through the system. Direct awards are not permissible on the DPS unless in specified 'emergency' situations.
If there are 20 suppliers under category, can the LCP Member go out to all or just one?	The LCP member will distribute the Requirement via a Service Category and Template selection and any other filters they choose to apply (Features, Value Banding and Geographical location). Any supplier that falls within those filters will receive the Requirement and have the opportunity to make an offer in response.
Will LCP Members short list when they make their requirements?	The system at present is being configured not to have a shortlisting stage, however we will review if it is necessary to develop a two stage process on Requirements.
How can smaller organisation compete with the larger ones with regards to things like overhead costs?	We have configured the DPS through a Price banding structure to assist smaller organisation entry to the DPS and to be able to bid against similar sized organisations.

Will there be guidance available to suppliers?	A complete suite of contract documents will be available on the demand site once the OJEU notice has been published. Any questions that the LCP or Haringey DPS teams receive will be answered and uploaded to the demand site in addition.
Will larger organisation in the higher value bandings will be able to receive Requirements for lower banding levels?	Yes at present they will but the feedback has been noted and we will review this scenario.
What are the Insurance thresholds?	There are insurance thresholds set out in the Enrolment as a minimum level of cover. In some instances additional or higher level cover may be required and this will be identified by the LCP Member within the Requirement. All of these levels of insurance will be identified in the documents uploaded to the demand site once the OJEU notice has been published.
Why are Quantity Surveyors in multi disciplinary as well as their own Service Category?	Some specific services may have templates within Service Categories and they may occur in different Categories dependent on how the service will be procured.
Is service receipting mandatory?	Service receipting is mandatory, however the payment of invoice will depend on the LCP member and whether they pay the supplier direct or use adam as a third party payment agent. Service Receipting will be covered as part of the onboarding training sessions.
Will there be training?	Yes, you will be contacted through the contact details on the invite email to invite you to the training sessions. If there are other people within your teams please supply those details to the DPS team on DPS-Enquiries@haringey.gov.uk to make sure they are included and are sent an invite. The training will take the form of a system demonstration supported by break-out sessions, guides and short video guides.
Do you suspend suppliers based on insurances?	Suspensions can apply when any date stamped document expires e.g. Insurances or policies. You will receive a number of email notifications that the expiry date is approaching and failure to respond to those will result in an automatic system generated suspension. The suspension will mean that you are no longer able to receive any Requirements as they are posted. When the document has been updated and a new one uploaded and reviewed the suspension will automatically be lifted. The LCP can be assured that by using this mechanism in the system its is fully compliant in that respect.
What is the difference between Accreditation and Enrolment?	The system splits these stages into two elements however they should be treated as one process. The Accreditation looks at the yes / no questions whilst the Enrolment is a more subjective view on responses.

Are there prescribe timescale for payment to suppliers?	Each LCP member will have their own payment terms and these will be set out in the Call Off contracts.
Localism, corporate social value, how do they fit into the process as there are no guaranteed revenues, and the risk is passed onto suppliers?	These subjects are big on the council agendas at the moment, but any social value determinants will be down to the LCP member at mini competition stage.
I've registered on HPCS, is this the same system?	No, the HPCS is a Haringey procurement system. Once the DPS system goes live , It will mandated that all professional services must be commissioned via the adam system
What is the process for training?	We are currently working with adam to put a training plan together. We are intending there will be a training presentation and a separate area that covers individual specific areas. The training will be supported by guides, video links and support through the system with features such as 'Live Chat'
Can you share what the breakdown of the spend in each category is?	Yes, it will be beneficial that this data is shared and the LCP intend to do this through forums at various stages once go live has happened.