

## Question and Answers – Supplier Engagement Events Feb'2018

Waltham Forest – Specialist Professional Services.

### **Q: Is the system free to sign up to?**

A: Yes, the SProc.Net system is completely free for providers to sign up to and use to contract with local authorities.

### **Q: Is the Specialist Professional Services DPS suitable for small businesses to join?**

A: Yes, the accreditation and enrolment criteria for the Specialist Professional Services DPS has been created to be as simple as possible, whilst still complying with PCR 2015, to ensure providers do not find the process to cumbersome. The purpose of the DPS is to break barriers to entry for Small to Medium sized enterprises and therefore smaller businesses are encouraged to join this DPS.

### **Q: Is there a need to service receipt on a weekly basis, as we may not complete a milestone every week?**

A: You do not need to submit a service receipt every week, only upon completion of a mile stone. However, it is important to note that when you do complete a milestone, you can submit the service receipt the following Monday and Tuesday. This means you will never have to wait a long period of time before you can submit your service receipt.

### **Q: What happens if there is a discrepancy with one of our service receipts, will this hold up all of our payments?**

A: If there is a discrepancy with one of your service receipts this will be looked into by the council. It is important to note that this will not have any effect on your other service receipts. Your other service receipts will progress to be invoiced on the Wednesday.

### **Q: What happens if one of our insurance documents expires after we have already uploaded it onto our enrolment?**

A: When you upload your insurance documents, the system will ask you to input the document's expiry date. This will then enable to system to notify you four weeks

before the document expires, to remind you to renew your insurance. At any point you have the option to reupload your documents within your enrolment.

**Q: What happens if we would like to submit and offer on a requirement, acting as a consortium?**

A: To submit an offer as a consortium, the other providers will also need to be registered, accredited and enrolled to the system. And must also submit an offer on the requirement.

**Q: How long will it take me submit my Registration, Accreditation and Enrolment?**

A: The registration piece is a short form, requiring you to input basic company and user information and shouldn't take more than 5 minutes. The Accreditation and Enrolment process should not take more than 30 minutes, providing that you have all of the necessary documents with you at the time of completion. You can start the accreditation and enrolment at any time and are able to save and come back to it at any point. You will not lose your answers if you do not want to complete it all in one go.

**Q: Will we have to answer the accreditation and enrolment questions again, each time a new London Borough joins the DPS.**

A: No, when new London Borough's join the DPS, their Accreditation and Enrolment will contain the exact same criteria, therefore your existing answers will all pull through.

**Q: If we expand into a new service area, does this mean we will then have to complete a new accreditation and enrolment for that service?**

A: No, if you expand into a new service area, you will need to submit a new enrolment but all of you existing answers will pull through. This means that you will only need to select your new service area from the service categories and submit.

**Q: Can you select as many categories as you like? i.e. can you supply all the consultancy services listed or only certain ones?**

A: Providers can select as many service categories as they wish to. We would advise that you only select the service categories that relate to your services. Providers are able to amend their service categories at a later date if their business expands and they are able to provide more services at a later date.

**Q: If the scope of the milestone changes, what happens?**

A: This would need to be agreed in advance with the person responsible at the Council for contracting the service. The milestone would then be updated.

**Q: How in-depth are the A&E questions – e.g. Do providers need to show evidence of ISO certification etc.?**

A: The A&E process is nothing out of the ordinary for a standard tender process. Any specific qualifications/documentation (such as certifications etc.) needed for an individual Requirement would be listed under that individual Requirement.

**Q: Can milestone dates be moved once set?**

A: Yes, they can be amended should they need to be updated in line with project timelines. Any significant changes to the scope of the project would require a new procurement (new Requirement on SProc.Net).

**Q: Can work still be subcontracted? If I answer no, to subcontracting my work in the accreditation question, does this mean I will never be able to subcontract, even when it is needed?**

A: This would be dependent on the requirement and you would need to specify in your offer that you are going to be sub-contracting part of the work. Some work can be subcontracted, whilst other cannot – this would be detailed within the requirement. Providers should check each Requirement individually for this information.

**Q: Can I suggest alternative dates to those set as the milestone deadlines?**

A: If a provider doesn't agree with the timescales of a specific requirement, they are able to communicate with the council using the functionality built into the system. Each requirement has a question and answer function and any questions posted by providers are visible to all providers.

**Q: How private/visible is my company information during the offer process?**

A: All of your company information is kept completely private on the SProc.Net process. Throughout the offer process all you will be able to view is the number where you rank compared to other providers. This ranking is based on both your price and your quality. Quality is calculated from the answers you provide to the outcome questions within the offer submitted.