



Westmorland and Furness Council Applicational Entry Guide

Any Qualified Provider
1 April 2024 – 31 March 2027

adam

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Section 1 – Westmorland and Furness Council – AQP Framework Application Guide

1.1 What is an Any Qualified Provider Framework (AQP)?

An AQP is a fully electronic system used by public sector bodies to award contracts for works or services as is compliant with The Public Contract Regulations 2015 (as amended from time to time).

Service Providers must meet the Council's minimum criteria for entry to the AQP, but there are no other restrictions on who can or cannot join. The AQP Framework is open for new providers to join at any time the framework is active. Please see the 'How to Become an Approved Provider' section for Westmorland and Furness Council (WMFC) on <http://demand.sproc.net>.

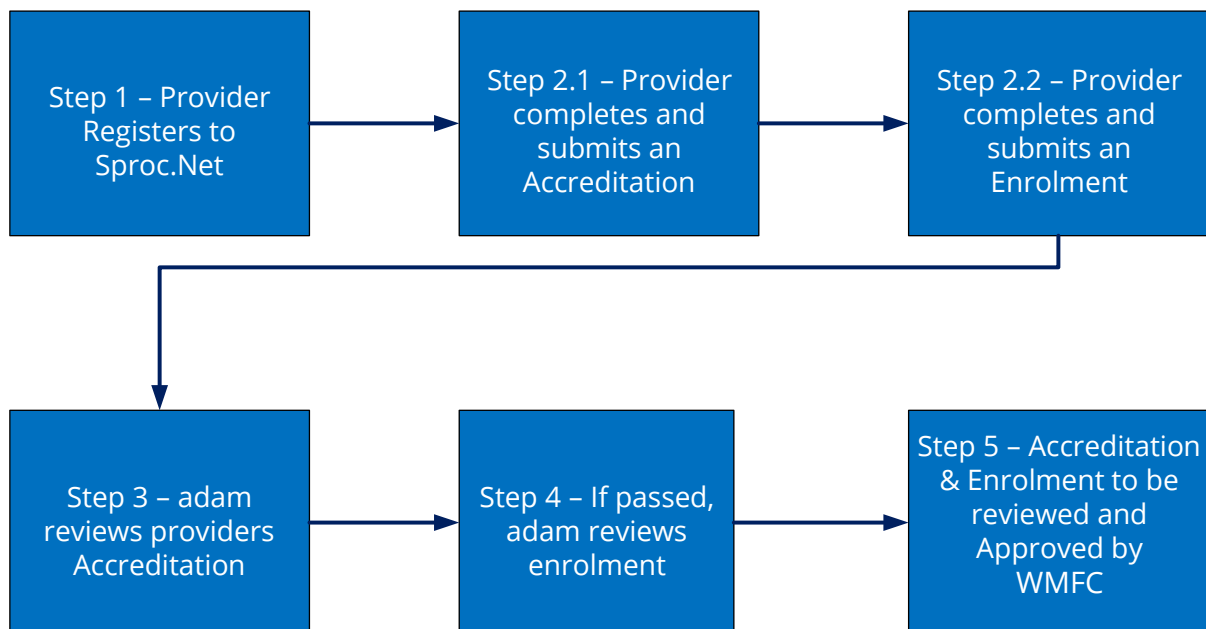
The AQP is a fair and transparent process for all Service Providers. As a Service Provider, you will benefit from access to all opportunities to provide services in your specialism because the use of SProc.Net means:

- You will be competing on a level playing field with other organisations for new opportunities to provide services.
- You will have reduced administration costs and an easy to use, streamlined process.
- The full history and a complete audit trail of all buying decisions and communications are captured in one easy to access location.

Section 2 - How to join SProc.Net

When joining SProc.Net, providers will need to provide certain information to Westmorland and Furness Council (WMFC) as part of their onboarding process. It is a simple two step application process consisting firstly of Registration and secondly of Accreditation and Enrolment.

The step by step process to be completed online is as follows:



Please note that if not approved, the provider will receive feedback from adam and can re-apply from Step 2.1 or 2.2. Typically, the cycle of these steps will take a maximum of 10 working days.

2.1 - Step 1 – Registration

You must register your business on the system (www.sproc.net). An email will then be sent to you with a username and password to access the system and complete the remaining steps detailed above.

To complete your registration, you will need to provide the following information:

- Business Name
- Business Tax/VAT Number
- Charity Registration Number (Charities only)
- Company Registration Number (Limited and Public Limited Companies only)
- Address line 1, City, County, Post Code
- Telephone Number
- Email address

The business name you register will be the name shown on the system. You must then create your first admin user by providing:

- First Name
- Last Name
- Job Title
- Email address

This user will be an administrator on the system and can create other users for your business at all additional locations you may have. Please continue to read this document to understand how the Accreditation and Enrolment process works.

The administrator will then receive a username and temporary password. Upon logging into SProc.Net, you will be prompted to change the password.

2.2 - Step 2.1 – Submitting Your Accreditation

To become enrolled onto the Westmorland and Furness Council's AQP Framework, you will have to complete the onboarding process to meet the council's minimum entry standard. The Accreditation and Enrolment is a series of questions you will need to complete that will also require submission of certain documentation as evidence to your responses.

As part of your Accreditation and Enrolment stage you will be required to download, print, read and sign two copies of the Framework Agreement. Then you will need return the framework agreement in full to the council using the following details "Procurement and Contracts, Westmorland and Furness Council, Cumbria House, 117 Botchergate, Carlisle, CA1 1RZ". A copy of the AQP Framework Agreement (this document may be updated throughout the AQP Framework period, any changes you will be notified of these via email) is available on the Demand.Sproc.co.uk site.

Upon receipt of receiving this document the council will arrange for the two copies to be signed on behalf of the council. One copy will be returned to the provider and the other will be kept on file by the council. They will also arrange for a copy of the signed document from both parties to be uploaded to the Sproc.Net system. The AQP Framework Agreement, is the councils terms and conditions of joining the AQP.

The Accreditation questions are a combination of objective responses with a dropdown option or a free text answer. Below you will find a list of all the questions you may be required to answer, some questions become answerable based on a previous response.

Question Number	Question Text:	Parent Sort Question
1	Name of legal entity or sole-trader	
2	Registered office address (if applicable) Please answer N/A if not applicable	
3	Registered website address (if applicable) Please answer N/A if not applicable	
4	What is the legal entity type of your organisation	
5	If Other, please specify the legal entity type of your organisation	4
6	Date of registration in country of origin	
7	Company registration number (if applicable) Please answer N/A if not applicable	
8	Charity registration number (if applicable) Please answer N/A if not applicable	

9	Head office DUNS number (if applicable) Please answer N/A if not applicable	
10	Registered VAT number (if applicable) Please answer N/A if not applicable	
11	Are you CQC registered or in the process of registration?	
12	Please provide the relevant details, including the registration number(s)	11
13	Trading name(s) that will be used if successful in this procurement	
14	Relevant classifications (state whether you fall within one of these, and if so which one)	
15	Are you a Small, Medium or Micro Enterprise (SME)? See EU definition of SME: https://ec.europa.eu/growth/smes/business-friendlyenvironment/sme-definition_en	
16	<p>Details of Persons of Significant Control (PSC), where appropriate:</p> <ul style="list-style-type: none"> - Name - Date of birth - Nationality - Country, state or part of the UK where the PSC usually lives - Service address - The date that they became a PSC in relation to the company (for existing companies the 6 April 2016 should be used) - Which of the following conditions for being a PSC are met - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more. <p>(Please enter N/A if not applicable)</p> <p>UK companies, Societas Europaea (SEs) and Limited Liability Partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register, and must file the PSC information with the central public register at Companies House. See PSC guidance.</p>	

17	<p>Details of immediate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	
18	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	
19	Are you bidding as the lead contact for a group of economic operators?	
20	What is the name of the group of economic operators? Please enter N/A if not applicable.	
21	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	21
22	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	
23	Please confirm you have uploaded additional details for each subcontractor in the downloadable template.	24
24	<p>"Please confirm that you agree to the terms and conditions in the AQP Framework Agreement (these terms and conditions cannot be altered). Once you have received two copies of the agreement, please confirm that you will complete and return both agreements in full, to the address details specified in the document.</p> <p>Be aware that this document must be accepted by Westmorland and Furness Council before your Enrolment can be approved.</p>	

	<p>Once received, agreements must be returned to the following address:</p> <p>Procurement and Contracts Westmorland and Furness Council Cumbria House 117 Botchergate Carlisle CA1 1RZ"</p>	
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While your Accreditation is being reviewed and approved you will be able to submit your enrolment and progress to step 2.2.

2.3 - Step 2.2 Submitting your Enrolment.

The enrolment is completed on location level therefore if you have different subsections of your company that will operate in the different areas you will need to complete an enrolment for both.

While you will be able to complete your enrolment process before you have sent back you AQP Framework Agreement to the council. Your enrolment will not be approved until the council has received this back and signed and uploaded the agreement.

The following Enrolment questions are also a combination of drop down responses and Free Text answer. The list below are all the questions you may have to answer, like your Accreditation some questions are only answerable depending on a previous response. Therefore, it is important the correct person is completing this process.

Question Number	Question Text	Trigger Question
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1	<p>Regulations 57(1) and (2)</p> <p>The detailed grounds for mandatory exclusion of an organisation are set out on this web page: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/956764/Annex_C_Exclusion_Grounds.pdf</p> <p>Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation has been convicted anywhere in the world of any of the offences within the summary below and listed on the webpage.</p> <ul style="list-style-type: none"> - Participation in a criminal organisation - Corruption - Fraud - Terrorist offences or offences linked to terrorist activities - Money laundering or terrorist financing - Child labour and other forms of trafficking in human beings 	
2	<p>Please provide further details;</p> <ul style="list-style-type: none"> - Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction, - Identity of who has been convicted - If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents. 	1
3	<p>Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleaning)</p>	1
4	<p>Regulation 57(3)</p> <p>Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	1

5	<p>Please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.</p> <p>Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.</p>	4
6	<p>Listed in Public Contract Regulations 2015 (as amended) R57(8) and the Public Contract Directives 2014/24/EU Article 57(4). The detailed grounds for discretionary exclusion of an organisation are set out on this web page: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/956764/Annex_C_Exclusion_Grounds.pdf</p> <p>Please indicate if, within the past three years, anywhere in the world, have any of the situations summarised below and listed in full on the webpage applied to you.</p> <ul style="list-style-type: none"> - Breach of environmental law obligations - Breach of social law obligations - Breach of labour law obligations - Bankruptcy - Guilty of grave professional misconduct - Distortion of competition - Conflict of interest - Been involved in the preparation of the procurement procedure - Prior performance issues 	2
7	<p>Please provide further details.</p> <ul style="list-style-type: none"> - Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. - Identity of who has been convicted. - If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents. 	6
8	<p>Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleaning)</p>	6

9	<p>Regulation 57 (8)</p> <p>Within the past three years, anywhere in the world, have any of the situations summarised below and listed in full on the webpage applied to you?</p> <ul style="list-style-type: none"> - You have been guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria? - You have withheld such information. - You are not able, without delay, to submit supporting documents if/when required. - You have undertaken to unduly influence the decision-making process of the contracting authority to obtain confidential information that may confer upon you undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award. 	2
1 0	<p>Please provide further details.</p> <ul style="list-style-type: none"> - Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. - Identity of who has been convicted. - If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents. 	9
1 1	<p>Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleaning)</p>	9
1 2	<p>You are a relevant commercial organisation subject to Section 54 of the Modern Slavery Act 2015 if you carry on your business, or part of your business in the UK, supplying goods or services and you have an annual turnover of at least £36 million.</p> <p>If you are a relevant commercial organisation, please confirm:</p> <ul style="list-style-type: none"> - you have published a statement as required by Section 54 of the Modern Slavery Act - that the statement complies with the requirements of Section 54 and any guidance issued under S54. <p>If your latest published statement is available electronically please provide</p> <ul style="list-style-type: none"> - the web address - precise reference of the documents. 	2

1 3	If you have answered YES to any of the questions relating to grounds for discretionary exclusion (or NO to any of the Modern Slavery Act questions), please explain what measures have been taken to demonstrate your reliability despite the existence of a relevant ground for exclusion? (Self cleaning).	12
1 4	Has your organisation been operating for more than three years?	
1 5	Please confirm that you have uploaded audited or independently examined financial accounts that provide figures for at least the past two years of trading	14
1 6	Has your organisation been operating for between two and three years?	14
1 7	<p>Please confirm that you have uploaded audited or independently examined financial accounts that provide figures for at least the past two years of trading.</p> <p>OR</p> <p>If you are unable to upload the information required above, please confirm that you have uploaded audited or independently examined financial accounts that provide figures for at least one year of trading;</p> <p>AND</p> <p>Cash flow forecast for the next 3-5 years and projected profit and loss;</p> <p>AND</p> <p>Projected year-end balance sheet position for the current year of trading, both of which must have been certified by a qualified accountant or independent auditor.</p>	16

18	<p>Please confirm that you have uploaded audited or independently examined financial accounts that provide figures for at least the past one year of trading;</p> <p>AND</p> <p>A statement of the turnover, profit and loss and cash flow position for the most recent full year (or part year, if the full year is not applicable) trading and a year-end balance sheet, which must have been certified by a qualified accountant or independent auditor.</p> <p>OR</p> <p>If you are unable to upload the information required above, please confirm that you have uploaded a statement of the turnover, profit and loss and cash flow position for the most recent full year (or part year, if the full year is not applicable) trading and a year-end balance sheet</p>	16
19	Please say if your organisation is part of a wider group (e.g. a subsidiary of a holding/parent company)?	
20	What is the relationship of the organisation to your organisation?	19
21	If applicable, are you able to provide parent company accounts if requested to at a later stage?	19
22	Please confirm that if necessary, your organisation's parent company would be willing to provide a guarantee. (A parent company guarantee is a form of financial support provided by a holding company). It is a guarantee of your obligations and typically a financial guarantee that, in the event that you do not pay any obligations under your contractual arrangements then the entity providing the guarantee will pay instead.	19
23	Would your organisation be able to obtain a guarantee elsewhere (e.g. from a bank)?	22
24	Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.	
25	If you cannot provide at least one example, in no more than 500 words please provide an explanation for this e.g. your organisation is a new	

	start-up, or you have provided services in the past but not under a contract.	
2 6	<p>Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)</p> <p>Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries)</p> <p>Please enter N/A if you do not sub-contract.</p>	
2 7	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	
2 8	Are you compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015? Please provide the relevant URL to view the statement.	27
2 9	Employers Liability (including volunteers) Insurance (£10m): Please confirm you have uploaded a scanned copy of your organisation's Insurance Certificate for your Employer's Liability Insurance, which must cover a minimum of £10m.	
3 0	Public Liability (including loss or damage to Service Users' personal effects) Insurance (£5m): Please confirm you have uploaded a scanned copy of your organisation's Insurance Certificate for your Public Liability Insurance, which must cover a minimum of £5m.	
3 1	Professional Liability Insurance (£2m): Please confirm you have uploaded a scanned copy of your organisation's Insurance Certificate for your Professional Liability Insurance, which must be a minimum of £2m.	
3 2	Please confirm that you will retain the word limits in the below question (Q33). Please refer to the word limit in the question below and not the character limits next to the free text boxes.	

3 3	<p>Points: 120 Word limit: 350</p> <p>What is your current CQC rating? - If not yet rated, what self-assessment have you carried out against the CQC quality framework and what are your current improvement priorities for your service? (In reference to the five key CQC questions).</p> <p>- If you have already been inspected, what is your ongoing commitment to continuous learning and improvement? (In reference to the five key CQC questions).</p>	
3 4	Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements.	
3 5	Please self-certify that your organisation has a General Data Protection Policy that complies with current legislative requirements.	
3 6	Please self-certify that your organisation has a Sustainability or Environmental Policy or Statement that complies with current legislative requirements.	
3 7	Please outline how you contribute to environmental sustainability in the course of your business	
3 8	Please self-certify that your organisation has a Diversity or Equality Statement that complies with current legislative requirements.	
3 9	Please outline how you ensure diversity and inclusion within the workplace	
4 0	Please confirm that you will retain the word limits in the below question (Q41). Please refer to the word limit in the question below and not the character limits next to the free text boxes.	

4 1	<p>Points: 100</p> <p>Word limit: 400 words</p> <p>Our aim is to deliver high quality homecare:</p> <ul style="list-style-type: none"> - How does your recruitment and selection process make sure you employ the right people for the job? - What training do staff receive before they deliver support unaccompanied? - How do you use make sure staff competency is maintained? - What contingency plans do you have in place to manage staff absence and low staffing levels? 	
4 2	<p>Please confirm that you will retain the word limits in the below question (Q43). Please refer to the word limit in the question below and not the character limits next to the free text boxes.</p>	
4 3	<p>Points: 100</p> <p>Word limit: 400 words</p> <p>Please explain how you will meet the requirements and outcomes of the specification. We would welcome further detail regarding the following issues:</p> <ul style="list-style-type: none"> - Do you have an accessible full-time office based within a 25-mile radius of Cumbria? If not, when do you plan to open one? - How will you support the needs of a service user? - How will you involve users, their carers and their family and in the development of the care plan and the priorities of the user? - How will you identify and progress an increase or decrease in the level of support needed by a person? 	
4 4	<p>Please confirm that you will retain the word limits in the below question (Q45). Please refer to the word limit in the question below and not the character limits next to the free text boxes.</p>	

4 5	<p>Points: 90 Word limit: 300</p> <p>We require providers to promote and maximise the independence of service users. How will you:</p> <ul style="list-style-type: none"> - Meet the individual needs and preference of each service user? - Work with professionals to maximise or maintain their levels of independence? - Link service users with other services or activities within the local community? 	
4 6	<p>Please confirm that you will retain the word limits in the below question (Q47). Please refer to the word limit in the question below and not the character limits next to the free text boxes.</p>	
4 7	<p>Points: 30 Word limit: 150</p> <p>a) Safeguarding Please outline your approach to safeguarding within your organisation.</p>	
4 8	<p>Please confirm that you will retain the word limits in the below question (Q49). Please refer to the word limit in the question below and not the character limits next to the free text boxes.</p>	
4 9	<p>Points: 30 Word limit: 150</p> <p>a) How are staff and people who use your homecare services supported to recognise and report safeguarding concerns?</p>	
5 0	<p>Please confirm that you will retain the word limits in the below question (Q51). Please refer to the word limit in the question below and not the character limits next to the free text boxes.</p>	
5 1	<p>Points: 40 Word limit: 250</p> <p>Social Value Please describe, with examples, your proposed approach to helping Westmorland and Furness Council achieve social value objectives. Examples could include but are not limited to the following:</p> <ul style="list-style-type: none"> - Initiatives to be taken to support older, disabled and vulnerable 	

	<p>people to build stronger community networks</p> <ul style="list-style-type: none"> - Commitments to work practices that improve staff wellbeing, recognising mental health as an issue and reduce absenteeism due to ill health. - Reduce unemployment through targeted recruitment. - Promoting equality and fairness by delivering employment support and apprenticeships. - Encouraging the payment of the Real Living Wage. https://www.livingwage.org.uk/ - Promoting environmental sustainability (e.g. The reduction/elimination of single use plastic, printing, reducing the amount of vehicle emissions). 	
5 2	<p>Please select the statement which best reflects your organisation from the below options:</p> <p>Statement 1 - I am an accredited Living Wage Foundation Employer and pay my staff the Living Wage Foundation rate for both Contact Time and Travel Time, and uplift pay in line with the current Living Wage Foundation rate.</p> <p>Statement 2 - I am an accredited Living Wage Foundation Employer and pay my staff the Living Wage Foundation rate for Contact Time and uplift pay in line with the current Living Wage Foundation rate.</p> <p>Statement 3 - I am currently going through the process of becoming an accredited Living Wage Foundation Employer and will be an accredited provider within the first 6 months of the framework/contract</p> <p>Statement 4 - I am not an accredited Living Wage Foundation Employer but pay the Living Wage Foundation rate to all employees (except volunteers, apprentices and interns)</p> <p>Statement 5 - I am not an accredited Living Wage Foundation Employer but commit to gaining accreditation over the first 6 months of the framework/contract</p> <p>Statement 6 - I am not an accredited Living Wage Foundation Employer and do not currently pay the Living Wage Foundation rate to all employees but commit to paying the Living Wage Foundation rate to all</p>	

	<p>employees (except volunteers, apprentices and interns) within the first 6 months of the framework/contract</p> <p>Statement 7 - I am not an accredited Living Wage Foundation Employer and do not currently pay the Living Wage Foundation rate to all employees</p>	
5 3	If applicable please upload a copy of your Living Wage Foundation certification. If not applicable please select N.A	
5 4	Please confirm you understand that site visits may be conducted as part of a supplier appraisal process.	

2.4 Steps 3 & 4 adam review Accreditation & Enrolments

Once you've submitted your Accreditation and Enrolment, these will be reviewed within adam if you pass this review then it will be forwarded to Westmorland and Furness Council for final approval.

2.5 Step 5 – Westmorland and Furness Council Accreditation & Enrolment Review and approval.

Once you have passed the review from adam of your Accreditation & Westmoreland and Furness Council will review your responses to the questions along with the documentation that you have submitted as evidence to these responses.

On your enrolment you have some quality questions that will be scored and will contribute to your overall quality score. Which is referred to as the Custom Metrix Score.

The questions that will be part of the quality scoring are questions 33, 41, 43, 45, 47 & 49. The scoring of these questions will fall into the following matrix:

Capability	Evidence Provided	Remark
Provider is likely to be able to meet the needs of the Council.	Evidence is consistent, comprehensive, compelling, directly relevant to the project in all respects and highly credible (by being substantiated by independent sources where possible.)	10
	Evidence is sufficient (in qualitative terms), convincing, and credible.	8
Small risk that Provider will not be able to meet the needs of the Council.	Evidence has minor gaps, or to a small extent is unconvincing, lacks credibility or irrelevant to the project.	6
Moderate risk that the Provider will not be able to meet the needs of the Council.	Evidence has moderate gaps, is unconvincing.	4
Significant risk that the Provider will not be able to meet the needs of the Council.	Evidence has major gaps, is unconvincing in many respects, lacks credibility, or largely irrelevant to the project.	2
Provider will not be able to meet the needs of the Council.	No evidence or misleading evidence.	0

Section 3 – Service Categories

As part of enrolment you will be required to select the Service Categories that you would like to receive Requirements of work within. The Service Categories are as follows:

- Learning Difficultie
- Memory
- Physical Issues
- Sensory
- Carer
- Substance Misuse
- Mental Health.

You will also have to confirm if you can provide care for adults between 18-64 years old and 65+ years.

You are able to add to the list of Service Categories you can provide care for at any time by contact adam support team.

3.1 Distribution Groups

The council understands that not all providers will be able to supply care to the whole of Westmorland and Furness. Therefore Westmorland and Furness Council will be setting up Distribution Groups that you will be able to sign up to. These will cover the Tier 1, Tier 2 and Tier 3 areas of each section of Westmorland and Furness.

The distribution groups are as follows:

- Eden – Tier 1
- Eden - Tier 2
- Eden - Tier 3
- Furness - Tier 1
- Furness - Tier 2
- Furness - Tier 3
- South Lakeland - Tier 1
- South Lakeland – Tier 2
- South Lakeland – Tier 3

Within each of these distribution list you will be asked if you can provide the service within the Tier 1, Tier 2 and Tier 3 aspects of each area.

Section 4 – Requirements, Distribution, Offers and Quality Scoring.

4.1 Requirements

Once you have been successfully onboarded onto the system you will be able to receive notifications on the requirements sent out by Westmorland and Furness Council for the type of Care you have signed up to be able to provide.

The requirements will be distributed depending on the Distribution Group you have signed up to. Please note you may receive from time to time a requirement for another distribution list if it has not successfully been filled within its own area.

A Requirement will outline the care that is needed for the Service User, the start date when the care is required from, the weekly schedule when the care is required, and amount of care required. Within this Requirement you should have all the information you need to be able to make the decision on whether you'd like to submit an offer to win the care package.

4.2 Distribution

Requirements will be distributed based on the type of care required, the age of the service user and location of the Service User. For example, a care requirement for a 70year-old service user living in a Tier 2 location within Eden, with a Physical need. These requirements will be circulated to all Providers who have registered that they can provide a Physical Issues care at Supply Category Level. As a provider you've indicated that within this Supply Category you can provide care to 65+ to receive requests within that Distribution Group.

If a Requirement receives no offers from the providers within their distribution group, the Requirement will be re-distributed to neighbouring distribution groups or to the whole supply base.

Therefore, if you do receive a Requirement outside of your distribution list this maybe the reason.

4.3 Offers

Once the Requirement has been distributed there will be an Open for Offers period. This period will be different for all Requirement, with Urgent requirements (such as Hospital Discharges) having a much shorter open for offers period. The Offer is the name given to the process that allows you as the Provider to submit a bid to provide the care package that is detailed within the Requirement.

Within your Offer you will be required to answer, some questions on the care that you will be required to provide. Once the Open for Offers period has ended all the providers offers will be scored by Westmorland and Furness Council.

4.4 Quality Scoring

Once the Open for Offers period has closed, Westmorland and Furness Council will score all of the Questions that you have answered within the Offer.

When all the Offers have been scored, offers will ranked with the highest quality scored provider first. The Council will then award the Care Package to the top ranked provider. Unless there is an exceptional reason to award the package to another provider; this could be at the request of the Service User, however there may be other contributing factors.

If you are ranked the top provider and the care package is given to another provider, Westmorland and Furness Council will provide you with a reason for this.

Section 5 - Service Agreements

5.1 What is a Service Agreement

If your Offer is successful, a Service Agreement will be created on SProc.Net. This is the contract between you and the Council for the provision of the Services detailed in the Requirement.

The Council will inform all Service Providers of the outcome of Offers received via SProc.Net following the end of the Client Review period.

Once the Council has notified the Providers of the outcome of the Tender process, the successful Service Provider will then be notified that a Service Agreement has been created on the system. The Provider will need to confirm acceptance of the Service Agreement before this takes effect and becomes active.

The Service Agreement will be entered into electronically by the acceptance of the Service Agreement via SProc.Net. The Service Provider will ensure that before acceptance of the Service Agreement, that the person agreeing to the Service Agreement has the authority and capacity to do so.

For more information on the changes that can be made to a Service Agreement please see the Operational Guide for Westmorland and Furness Council on the Demand site (<http://demand.sproc.net/Clients>)

Section 6 – Service Receipting, Self Bill & Payments

6.1 Service Receipting & Self Bill

Once a Service Agreement has been created and the service has commenced, as a Service Provider, you will be able to submit weekly bills (Service Receipts) through SProc.Net, these Service Receipts can be submitted by the Provider on a weekly, fortnightly or

monthly basis depending on your capacity. The Service Receipts are a record of the service delivered and will be used by the Council to ensure you are paid the correct amount. Please refer to the adam training user guides for the process on Service Receipting.

Once your weekly Service Receipt has been submitted (no later than Tuesday night 23:59, if you miss this deadline your Service Receipt(s) will fall into the following weeks payment cycle) to ensure prompt payment for services as outlined within the AQP Framework. Your Self-Bill invoice will be available from the next Friday after your Service Receipt has been approved.

6.2 Payments

To receive payment, you will have to submit a Service Receipt. On the basis this has been approved by 23:59 on the Tuesday evening then you can expect to receive payment within 30 days. Unless you are a SME then you can expect to receive payment within 10 days. Please remember that these payment terms are also outline within the AQP Framework Agreement you have signed to onboard to this AQP.

Section 7 - Communication

7.1 Supplier Relationship Management module (SRM)

The Council will be using the Supplier Relationship Management (SRM) module within SProc.Net to communicate with approved Service Providers. The SRM module will allow the Service Providers 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 (post Go-Live).

The Council may use the function called E-forms that will be sent out to the supply base regularly for the Providers to complete.

Section 8 - Feedback and Complaints

If you wish to request any feedback or to lodge a complaint, please contact the Council via email.

Section 9 - Next Steps

Providers need to join the AQP if they wish to provide Home Care to Westmorland and Furness Council. This can be done by successfully completing the Registration, Accreditation and Enrolment processes. adam will be available to assist with this process and to answer any questions you may have regarding this new procurement process.

Once you have submitted an Accreditation and Enrolment, adam will review each submission. You can begin your Enrolment as soon as you have submitted your Accreditation. You do not need to wait for the Accreditation to be approved; however, your Enrolment can only be reviewed once your Accreditation has been approved.

Once your Enrolment submission has been reviewed, you will receive an email notification confirming whether or not your application has been approved within approximately 10 working days of the date of submission.

Please make sure you register, and enrol on the system as soon as possible, so that adam has your details to invite you to the training sessions.

If you have any questions, please do not hesitate to contact adam at Supplier.enrolment@adam.co.uk.

Section 10 - Glossary

adam – adam HTT Ltd trading as adam, the provider of SProc.Net

Accreditation & Enrolment – The boarding process all providers will go through.

AQP – Any Qualified Provider framework used for the procurement of Services.

Intermission – a “hold” on the delivery of a service whilst the Service Agreement remains in force.

Offer – your tender against a Requirement confirming that you are able to deliver the services required.

Open for Offers Period – the period during which you are able to submit an Offer against a Requirement distributed on the AQP framework

Price – the fixed rate price the council will set for each requirement.

Public Contract Regulations (PCR 2015) – the Public Contract Regulations 2015, and as amended from time to time, that govern how public-sector procurements must be carried out.

Requirement – a request issued by the Council from time to time on the AQP describing the specific Services for which the Council is seeking to award a Service Agreement and which may include terms and conditions applicable to the provision of those Services which supplement the terms and conditions set out in the AQP Framework Agreement.

Service Agreement – this is 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 Category – a category of service, listed in the AQP Framework Agreement and the Specification, in relation to which type of supplier may be admitted to the AQP to provide Services.

Service Receipt – this is a weekly electronic record submitted via the SProc.net system to confirm the services you have delivered in the specified week.

SProc.Net – this is an internet cloud-based technology platform through which the Council will be operating the AQP to procure Home Care Services (web link is www.sproc.net).

Suspension – A process where the Service Provider is suspended from receiving any new Requirements and all current Offers are cancelled.