

## **Home Support Clarification Questions. 30.09.2020**

### **Can you do part of service Category?**

no, not part, but you could be selective on which requirements you respond to, if for example they were in the part of the area you operate in.

### **Is there a date we would right in when outcome achieved?**

No, this is for the providers to keep a record of how service users is progressing in achieving outcomes and report this back to the Council when requested. We are developing a template for annual reviews for providers to update service users progress on achieving outcomes

### **Do all policies need to be uploaded via the accreditation section?**

no most are requested at the enrolment stage. However insurances are required at accreditation stage and policies and financials at Enrollment

### **If we have a number of enrolments in "draft", can these be removed to create a new one that is active?**

Access the enrolment and then select the cancel option from the green actions button

### **As part of the enrolment I have to upload my certificate but my certificates are in my previous married name (known by Haringey Commissioning) and not my maiden name currently in use on the DPS. Is this ok?**

Yes, this will be fine, I would put an explanatory note alongside the certificate for audit purposes. Documents can be zipped together in one folder

### **If the offer is gone how come it still remains on the requirement screen?**

The requirement will stay on the screen after it has been awarded for audit purposes. You can filter those out if you don't want to see them

### **Price: are we bidding towards London Living Wage or ceiling of £15?**

You will be asked that your price includes LLW

**Can I just clarify. do we need to submit a price for EACH requirement or is the price agreed as part of the procurement process?**

no, you have the ability to respond to each requirement and the price you submit is relevant to that requirement.

**How would price work for the bundled hours?**

Bundled hours will ask you to provide a rate for a package of hours, for example 10,000 hours covered in a specific geographical region. You will then be allocated service users in that area

**And the price we put in is per hour? or for the total amount of hours**

yes, the rate is a price for the hour, this rate must include things like the cost of the carer, office backup, any profits, travelling time, payment of LLW, so a blended rate to include all

**What is the deadline for joining SPROC?**

There is no deadline.... the sooner you join the quicker you can see the requirements and make offers on them