

London Borough of Lewisham – Frequently Asked Questions

How long is a requirement sent out for?

The Council aim to give 5 days' notice in which to submit Offers, although this can vary depending on the urgency of the requirement. The service will start at variable times after a Service Agreement is awarded but in any event the expected start date will be clearly shown in the requirement which is sent to all approved providers to help them plan and to decide whether to bid or not.

How long will it take for applications to be reviewed?

You will receive feedback as to whether your application was successful within 10 days.

What happens if a requirement receives no offers?

If the requirement receives no offers, it will be redistributed to the market. If the requirement is urgent and timescales do not allow the requirement to be redistributed, then officers will contact providers manually to arrange.

Can you see what other providers have bid?

You are not able to see who has submitted an offer, or what price they have entered.

Are you able to revise your offer?

Yes, you will be able to revise your offer a maximum of two times.

Do you get ranked when you submit a bid?

Yes, when you submit your offer you will be able to see which position you are ranked. You will only be able to see the ranking of your own offer.

Will we be trained on the system?

There will be free training for all providers which will demonstrate how to use the system. There will be a combination of online training and classroom based training available and these will be

held near the go-live date of 10th April 2017. Any training needed at a later date may come at a cost to your organisation.

What happens to the existing contracts we have with the Council?

You will not lose your current contracts. These contracts will be loaded onto SProc.net so you can invoice against them.

If we have already used the system before for another local authority, do we have to go through the accreditation and enrolment process again?

If you already use the system for another local authority, you will not need to register onto SProc.net again, however you will need to complete a new Accreditation and Enrolment for the London Borough of Lewisham. If you have answered the question before on a previous application, your answers will pull through so you will not need to duplicate your work.

If we make a mistake on an offer and win a contract, can we decline the service agreement?

If you mistakenly submit an Offer on a Requirement in which you cannot provide but you win, you will be able to decline the Service Agreement.

If you submit an Offer on a Requirement and accept the Service Agreement but later realise you cannot provide the service at the rate you submitted, you will need to contact the Council to resolve this issue as it will be in your terms and conditions of your contract to provide that service at the rate submitted.

Do you have a floor and ceiling rate?

There are no floor and ceiling rate, however the Council have the discretion to refuse an Offer that is too low or too high.

What happens if there is a discrepancy with my service receipts?

If there is a discrepancy with a service receipt, rather than it being automatically approved, it will go to the Council for manual approval. This will not hold up payment for the rest of the service receipts you have raised.

Are you able to send messages via SProc.net?

Yes, there is a messaging function on the system which allows Providers to send messages at each stage.

What happens to payments when a route is missed/cancelled as a result of the service users circumstance e.g illness?

If there are any changes to one of your routes one day, or if it is no longer needed as a result of the service users circumstance, you will need to communicate this to the Council. If communicated on time, an amendment can be made so when it comes to service receipting for that week, it will still automatically be approved providing everything is correct. If the Council weren't made aware and it shows as a discrepancy, your service receipt will go to the Council for manual approval.