

*adam*

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**FAQs Document**

The London Borough of Newham

Question no.	Question	Answer
1	How does this renewal relate to the <i>adam</i> system?	It is the <i>adam</i> system we are renewing – you need to sign up to the new DPS
2	Will payments be received within 30 days?	Payments will be sent from <i>adam</i> within 30 days of the invoice submission
3	Will Newham improve their payment process?	Yes, as <i>adam</i> will be handling all payments through SProc.Net and the council are making internal changes to ensure the payment process from Newham to <i>adam</i> is smoother and more efficient.
4	Will current suppliers have to re-onboard?	Yes, there is a new criteria for the Accreditation & Enrolment process, so everyone will need to do a new application.
5	Can we onboard after the “Go-Live” date?	Yes, it is a Dynamic Purchasing System so you can join after Go-Live. However, if you <i>currently</i> hold contracts with the London Borough of Newham and you do not register before the Go-Live date, your packages may be re-distributed
6	Will work still be put through the current system before the new one goes live?	Yes
7	Will weekly timesheets still be used in the invoicing process?	Yes, although there will be some internal changes being made to make the process less time consuming.

8	Will adult services be migrating onto this system too?	No, Services for Children and Young People with SEND is the only category moving to the new system.
9	What will happen to the current packages?	They will be migrated over from the current category within SProc.Net and moved to the new category.
10	What happens to the hourly rate of these migrated packages?	They will be raised to the new £15 minimum set by the London Borough of Newham. Opportunities to improve the hourly rate will exist when cases are reviewed. This only applies to Lots 1 & 2.
11	Do we need to re-apply for our current packages?	No. While the care packages may be reviewed moving onto the new system, resulting in slight changes to these requirements, as long as you register before Go-Live, you will be keeping all of them without the need to re-apply.
12	Is there a cut-off time to join the new system?	As a DPS, there is no cut-off – anyone can join at any time. However, any current contract holders will need to register on the new system if they want to retain their contracts.
13	Services are often cancelled with no notice given – will this continue?	There is a minimum contractually obligated cancellation period. This will be more stringently enforced by the London Borough of Newham.

14	Is the London Living Wage for staff required?	Yes, this is non-negotiable.
15	Is the price range for lots 1 & 2 the £15-£18 range?	Yes. The £15-£18 price range is for : <ul style="list-style-type: none"> <li>• Lot 1 – Registered Care and Support</li> <li>• Lot 2 – Non-registered Support</li> </ul> <p>Lots 3-5 (Continuing Care/Group Based Short Breaks/Registered Overnight Respite) will be priced on an individual basis according to the specific requirement of the individual service need.</p>
16	Will existing packages that are priced higher have their rates reduced to fit the £15-£18 range?	This will be reviewed on a case by case basis, although the expectation is that all packages purchased in Lots 1 & 2 will fall within the £15-£18 range.
17	Will the rates be reviewed in the future?	The council will review and update the rates when there is a reason to review.
18	We are enrolling on the current system, should we just wait for the new one to open and enrol on that?	No, enrol for the present one <i>and</i> the future system as there will be different package categories that you might miss out on if you wait.

19	CQC & Ofsted registration are both optional in some cases, do I have to have one?	No, you do not need it unless it is a requirement. Also, it will not impact your quality score/ability to bid for work.
20	The "Quality" metric – what do I need to do to best prove the quality of service that I offer? Will I be at a disadvantage as a newer provider with less experience?	It is a level playing field here. The quality metric will always be based upon your <i>current</i> ability to provide the best services possible, not on past achievements and accolades.
21	Why do adults have to pay VAT while children's do not?	The London Borough of Newham will look to provide a more in-depth response regarding adults in the future.
22	We often do not know who the appointed social worker is. Is that going to change any time soon?	Yes, you will have access to this information on the system – if there are ever any issues concerning this, the London Borough of Newham actively request your feedback.
23	Why is <i>adam</i> not a freephone number?	Currently not something <i>adam</i> is looking into, if you do not want to pay the charges, please try the email and live chat and someone will call you back.
24	Will we receive the service specification before Go-Live?	It will be published with the establishment documents.

25	What is the difference between “SProc.Net” and “demand.sproc.net”?	“SProc.net” is the DPS platform, “demand.sproc.net” allows you to view required documents and essentially supports the DPS.
26	Will we keep our old packages?	Yes, on the basis that you meet the updated requirements for the care packages as they will appear on the new system – if you do not meet the requirements, the packages will be re-allocated. You are always able to re-apply after you have acted on the feedback following any application rejection.
27	How long will the current contract between <i>adam</i> and the London Borough of Newham last?	It will be a 2-year contract with a 1-year extension (so 3 years total). This is to allow for revisions to the system, allowing the London Borough of Newham to evolve their requirements as the service needs change.
28	Do we need to re-submit offers on current contracts?	Over time as we migrate to the new system, some packages will be reviewed and in cases where the requirement criterion changes, suppliers will need to re-submit offers for packages.