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Introduction

This guidance has been compiled to assist Providers in viewing a Further Competition uploaded to Due North and the process for being able to respond to the Further Competition.

There are two ways to access Further Competitions:

- Log into the DPS system directly and view a list of Further Competitions
- Access the system via notification emails, which providers will receive in their email account

1) Logging in directly

Go to login page for the Due North DPS.
https://procontract.due-north.com/Login/

Enter login details and password
From your home page, select the **Recently Added** tab.

**New Further Competitions** will have a star next to them. Select the Further Competition that you want to view, by clicking on the **Title** of the Further Competition.

On the next screen, either select the title of the Further Competition again or click on **Start**.

2) **When an email notification arrives**:–

If an email notification is received in your inbox, the contents will look something like the image below.
Click on the link in the email to be taken to the login screen. Once logged in, you will be redirected a page similar to the one below.

**Further Competition Summary Screen**

Whichever option of accessing a Further Competition is selected, the user will be directed to a page similar to the one displayed below.
The page will have information about the Further Competition, attachments with information about the required service and a count-down timer, indicating much time there is left to respond.

**Main Details**

The information here provides the title of the Further Competition and also provides a brief description of the required service.

**Attachments**

Click on the Attachments in this section, to view information which the Brokerage Team have exported from their Adult Care Management System.

In this section there will 2 documents which the Brokerage Team have added:

- **Placement Request Form – Part A**: This is the information the Brokerage Team will have exported from their Adult Care Management System and provides information about Essential or Preferred requirements for a service. It also provides information about the service itself and also about the Needs of the Service User and the desired Outcomes for their care.

- **Placement Response Form – Part B**: This form will also indicate the deadline for the Further Competition and is to be completed by Providers. In this form, the provider needs to describe how their service will meet the Needs and Outcomes for the Service User and how they will meet any essential/preferred criteria. This is also where they indicate their weekly cost for providing this service.

Once the Part B form has been completed, save it on your computer in a location of your choice. This completed document will be uploaded by the provider when they are submitting their response.

**Responding**
There are 3 options:

- The intention to register a response
- If the provider is not interested, they can advise that they no longer wish to respond
- If they are interested in the package, they can select **Start my Response**.

In this example, we are going to assume that the provider wishes to make a bid on the Further Competition Opportunity presented. When the information from the Part A form and Part B form have been read, select **Start my Response**.

This section is completed by going through a series of four stages.

A wizard will appear, guiding the user through each of these four steps.
1. Details

This first section provides information about the process which the user needs to complete (see previous screenshot).

When read, select Continue.

2. Additional Information

This screen allows the provider to give optional information relating to a Supplier Reference, Response Information and Additional Comments.

![Create Further competition response](image)

None of the information is mandatory and should only be used to give brief comments.

When completed, select Continue.
3. Question Sets

**Question Sets** list the necessary evaluation documents required, to be completed by a provider. These requirements will be listed through this stage, which the user can refer to. A progress bar will also show how much of the evaluation process has been completed.

Start by selecting *Edit Response*

A screen will appear showing the evaluation question requirements and also a key, showing what the progress indicators mean. Select *Answer Question*.

This next page is used to upload completed Placement response form - Part B. This form is used to describe how the **needs/outcomes** for the service user will be met and the weekly cost the provider feels they will need to charge to meet these needs and outcomes.
Select **Add Attachment.** A window will appear

Select **Add Files.** A file browser window will appear. Please navigate to the folder where you saved your completed version of the Part B form and select this. Once selected, please click the **Open** button (detailed below)

The file will be listed in the Attachment window. To upload it, select **Start Upload**
When completed, the window will disappear. You can add further files by selecting **Add Attachment** again or select **Save and Close** if all documentation has been added.

You will be returned to the Evaluation Question page and the Progress Bar will show as full. The only evaluation requirement at this point in time is to add the Part B form.

Select the **Back** button.

Select **Continue** on the following page, to be taken to the final stage.
4. Attachments

This page allows providers to add additional external documents. The process works exactly the same as earlier. However, unless an organisation is submitting multiple bids (e.g., for the different homes they manage) no other documents are required at this stage. If an organisation is submitting multiple bids then additional complete Part B Provider Response Form need to be uploaded. Select **Finish**.

The screen will return to the Response Page. A green indicator under **Submission Checklist** will show if all requirements for a response have been met. The response can still be edited at this time if required.

Once all the information has been added correctly, select **Submit Response**

A prompt will appear asking the user if they are sure they wish to submit the response. Again, select **Submit Response**
The response will be sent to the Brokerage Team and the provider will receive an automatic email to confirm this. The Brokerage Team will check the evaluation and confirm whether the response has been successful or not successful follow the submission deadline.

The screen will return to the Further Competition summary screen. Responses can be viewed and if needed, they can also be edited up until the submission deadline.

Click on **Home** to return to the main page and **Logout** to exit the system, while the Brokerage Team assess the bids.
Multiple Responses from One Organisation

Some organisations have more than one care home/placement which may be able to offer a service but only have one registered ProContract user. For example, Organisation A is an organisation which manages and operates many care homes across the country but each care home does not have a separate ProContract account.

In order to enable a response for each individual placement or service, the provider is able to amend the initial response and add further information to this.

This means that each individual placement/service can complete a Part B Provider Response Form and it be uploaded to the initial response by adding it as an extra attachment. The following instructions describe the method of amending a response, to add this information.

NOTE: The deadline for all submissions will remain the same throughout this period. If additional Part B forms are submitted, these will still need to be provided before the Further Competition deadline.

Provider Amendments to Further Competition Packages

1) The first step is to find the previous Further Competition. This can be done from the home page by selecting Last Viewed. This will bring a list of recently viewed Further Competitions.
Alternatively, if you know the ID number in the **Title** of the Further Competition, you can search for this under the **Active** tab.

If you are unsure what the ID number is, your notifications menu should have a list of all previously submitted Further Competitions. Find the relevant ID and use this in the search box.

When the Further Competition has been found, click on it to access it.

2) In the Further Competition details screen, select **Open** to access the information.

3) On the page, select **I would like to edit my response**.
4) In the Attachments window, select **Add Attachment**

![Attachments window](image)

5) This will open the attachments window. The process of adding an attachment here is the same as in previous steps (see page 8 for details).

When the relevant attachment has been added to the window, select **Upload Now**.

6) The page will now show the uploaded document in the attachments section.

![Attachments](image)

7) When done, select **Submit Response**

![Response controls](image)
On the Further Competition details page, there will be a log for the new submission.

Amending a submission will not over-write the previous submission but instead will be added as part of the whole Further Competition. Each submission can be viewed, by clicking on the version number (as above).

The Brokerage Team will only be able to see the latest version submitted for each Further Competition, when the deadline has been reached. If an amendment to a response was started however not completed (Submit Response has not been selected) before the deadline, The Brokerage Team will only be able to see the submitted version.

**Brokerage Amendments to Further Competition Packages**

At times, the Brokerage Team may make amendments to the details in a Further Competition. If this happens, an automatic notification will be sent to the Provider to advise them of this. The provider will receive an email notification advising them when this happens.

Alternatively, Providers can check their Notifications within Due North to find this information (check below on how to check Notifications which have been received.)
Raising a Message with the Brokerage Team

It is possible to use ProContract, in order to send messages to members of the Brokerage Team. This can be used to discuss specific Opportunities which have been received. To raise a message, please complete the following steps:

1) Navigate to the relevant Project Overview screen, with the details about the Opportunity. Click on the View Messages link.

2) On the next screen, click on the Create New Message button

3) A simple messaging screen will appear. Fill in the details relating to the Subject and add the message in the main composition window below. When done, click on the Send Message button to send the message to the Brokerage Team.
4) A confirmation box will appear, asking if you want to send the message. Select **Yes, I am sure** to send the message.

The message will now be sent to the Brokerage Team for their information.

If the Brokerage Team replies to the message through ProContract, you will receive an email notification to advise that a message has been sent and can be viewed in ProContract. To view the message:

1) Open the email which was received and click on the link within.
2) The Web Browser will open automatically. If you are already logged into ProContract, you will be taken directly to the message screen, where the reply can be viewed.

3) If you are not logged into ProContract already, you will first be directed to the login screen. Once your user name and password details have been added, you will then be taken to the message after this stage. For information about logging into ProContract, please see page 2 of this guidance.

Messages can also be accessed directly through ProContract, rather than through the notification email which you’ll receive. To access these:

1) Log into ProContract and find the relevant Opportunity on the system. Click on the View Messages

2) Your Inbox will appear. Click on the subject title to access the message
3) Within the message window, you are able to view the message and also send a reply if required. To send a reply, click on the **Reply** button and follow the previous steps in order to compose the message.

![Message Window](image)

4) You are able to include the original message, if required. Otherwise, click on **Send Message**.

![Send Message Button](image)

**Brokerage Notification**

When the Brokerage Team have processed all the responses, there will be 2 possible outcomes; a provider will either be successful in the Further Competition or unsuccessful.

The Brokerage Team will send a notification to all providers who responded and the message can be viewed in the messages tab. The notification will appear as an email in each provider’s email account but it can also be viewed directly within ProContract itself (see section on **Messaging**).

To access a notification directly ProContract, select **Notifications**
A list of notifications will appear. A filter on the left can help manage these.

Click on a notification to access it.
If a notification is listed advising that a message has been received, a link will be present within the Notification itself. Click on the link to access the message.

**Message**

- **From:** Project team
- **Subject:** Dementia placement required ID 20065896
- **Date:** 22/06/2016 16:23

This is to confirm acceptance of your offer of support

Once the message is read, click on the Notifications button again to access more notifications, or select Home to go back to the main home page.

**Final steps**

If a provider has been unsuccessful in a Further Competition, then no further steps are required.

If a provider has been successful, the Brokerage Team will contact them to arrange an assessment of the service user. Following this cost and start date of the service will be confirmed if the placement is suitable. The Brokerage Team will update the Support Plan and will be processed as normal. When completed, the Practitioner involved will instruct the finance system to begin payment. A Purchase Order will also be sent to the Provider, as per usual.

The required service will be considered provisioned and no further action is required, apart from delivering the service.