

DPS Provider Training Sessions

19th and 24th January

Frequently Asked Questions

SECTION 1: CHOICE

#	Question	Answer
1	How will the Care Act requirement for choice be met by the new system for care home/CSS placements?	Service user choice will be considered at each stage in the process. This will include at the assessment stage and in particular in the production of the support plan, in determining how the identified needs are met. At contract award stage, exceptions have been considered to take into account service user choice, for example the option for the service user to request an alternative provider and to pay a top up. The commissioning plan will provide more detail about how service user choice will be integral to the process.

SECTION 2: ASSESSMENT/SUPPORT PLANS

#	Question	Answer
2	Will the support plans and information from brokerage be sufficiently detailed and accurate in order for me to make a judgement on whether I can cost and accept the placement?	The social work assessment process and support plans have been updated in line with the Care Act requirements as detailed in the attached presentation. Training has been rolled out across the organisation to ensure that social work assessment are accurate and contain all necessary information in order for services to be brokered. The plans should provide all the detail required to provide an accurate cost for the placement.

3	What happens if following my acceptance of a placement, I conduct an assessment with the service users and disagree with the original assessment of the service user's needs?	Brokerage will review the information received from social workers before publishing the further competition on ProContract, to ensure it gives the detail required to provide an accurate cost. If the successful provider completes an assessment and identifies that the service users' needs are significantly different, the social worker may update the support plan and the request for a placement will be issued again with the revised information.
4	Can the social worker/care manager be contacted for questions first before we submit a response?	The placement request form will indicate where the practitioner can be contacted for further information if there is further information that is confidential and needs discussion.
5	Who writes the support plans?	The initial support plans are prepared by Social Workers. The provider will then be responsible for on-going support planning and monitoring.
6	Who will assess if the outcome has been achieved, will the support contract then be ended	Providers will be responsible for working within the support planning processes which were detailed in their tender submissions. It is anticipated that providers will continue to manage outcomes with individual service users. If a service user no longer requires commissioned support, the provider would be responsible for ensuring that the package is ended.
7	Is there a timescale on achieving outcomes	Providers will be expected to work with service users to enable them to meet outcomes at an appropriate timescale.
8	When and how can we review existing placement contracts for fee reviews	Please refer to the contract for this information.
9	Will there be social workers assigned to homes or areas	Social work teams will be allocated to areas of the City.

SECTION 3: BID EVALUATION/COMPETITION

#	Question	Answer
10	Will further competition emails always have a level of detail in the title, i.e. nursing dementia or residential LD or do we need to log in and read the documents to find out if it's relevant?	The title will give some detail of the requirement e.g. "Nursing PWD required" or "1:1 community support service, learning difficulties"
11	What is the timescale for brokerage to make a decision / contact the home to do an assessment once the Part B deadline has been reached?	There are no set timescales. This time for this process will be determined by the urgency for the placement and the service users in collaboration with the BCC and the provider.
12	If several providers tender the same cost – how	If all of the providers can meet the individual's

	will you choose which one to use	needs and outcomes, the service user will make the decision along with support from their friends and family where appropriate.
13	Is 500 words reasonable to describe how you will lot of difference needs and outcomes?	BCC consider 500 words reasonable
14	What are your expectations of how/what we respond to meet the need – you already know from our tendering document who are we are our ability	Providers would be required to detail how you would be able to meet the needs of the individual who requires support and demonstrate how you would provide care that meets their needs and enables them to meet their outcomes.
15	If we are unsuccessful will reasons why be given?	Yes providers will be informed if they have not been successful.
16	Will the brokerage team be making a decision on which provider will be successful, how will they make that decision, based on what criteria? Will they refer to initial tender submission in regards to Quality	Brokers will determine which provider is suitable by first viewing whether the provider confirms that they can meet all of the individual's essential criteria as determined from their support plan. Only providers that confirm that they can meet the individuals support needs will be considered for the shortlist. The shortlist is then ranked according to the rate submitted. The provider with the lowest rate will be at the top of the shortlist. If a service users wishes to receive a service from another provider on the shortlist, they may be required to pay a service user contribution or top up.
17	How much time do you envisage the home taking in responding with how we are going to meet the needs?	The broker will determine the length of time the placement will be advertised. In most cases the placement will be advertised on ProContract for 48 hours. The length of time may vary depending on the service required and the need of the individual.
18	Will there be a guide to budget spend for each competition	Under the care home framework, providers are asked to submit a weekly price for the service. The council may provide a RAS budget to indicate the budget for that individual. Under the CSS framework, providers are required to submit a price within the hourly price ranges. Providers will be informed of the hourly price range and will be required to submit a cost within this range.
19	Are you expecting a breakdown of costs to be attached or just enter the contract price in the box shown on the form	Provider will not be required to submit a breakdown of costs.
20	Is the price in Part B fixed when it is submitted or can it be altered dependent on the high need e.g. violence, 1:1	The price submitted in Part B is fixed at the point of the mini competition based on the information provided.

SECTION 4: CSS ONLY

#	Question	Answer
21	What timescales will be applied between notification of a CSS provider a) being on the framework b) receiving new contract c) DPS starting	The framework will start to be used from 13 th February. BCC will endeavour to process the tender submission as quickly as possible. As soon as the outcome is known, BCC will issuing a contract and all other relevant information.
22	Will providers or social workers set how many hours of support are needed?	Yes
23	For CSS how will we know on the DPS which lot the referral relates to?	The email from ProContract will state the service required i.e. day services.
24	When will existing client be re-assessed?	Existing service users under the current CSS contract will be reviewed in due course. Where reviews are planned or required, social workers will re-assess existing service users support plans and transition the service user to the new support plan.
25	For new CSS competition is it possible to put a general area location into the email title	No

SECTION 6: DPS/PROCONTRACT SYSTEM

#	Question	Answer
26	Will opportunities be filtered to appropriate providers?	Opportunities for placements under these frameworks will be issued to providers based on the categories selected in their category selection template. Note: BCC have no control over notifications relating to other authorities.
27	Will social workers / brokerage fill in the placement request form?	The details provided in Part A of the Placement Request Form are provided by the Social Worker in their assessment of the individual's needs and completion of the individual's Support Plan.
28	Will competition notifications always be emailed as single competitions i.e. could be 20 in 1 day?	Yes – A notification will be sent for each opportunity.
29	Has the DPS been piloted anywhere else to check it works?	ProContract is used in this way by other Local Authorities across the country. Locally a testing event was held in Nov 16 with interested parties to test the process. Numerous tests have also been conducted on a test system.
30	How do I add a new service(s) under my organisations name to the framework? Do I need to submit a full tender if I'm already on the framework?	Care Homes – If you wish to add a new care home please submit a message via ProContract attaching an updated category selection template. CSS - If you wish to add a new services under lots you already delivering please send a message via ProContract attaching an updated category

		<p>selection template – highlighting the additions/changes.</p> <p>If you are seeking to deliver services under a lot that you haven't applied for you may need to submit additional information for evaluation – please send a message via ProContract and we will advise.</p>
31	How do we change / update who receive the further competition notification to ensure they go to the correct people in our organisation?	To make amendments to who receives further competition notifications please submit a message via ProContract attaching an updated category selection template - with the additions/changes highlighted. Please ensure the email address(s) provided are set up on your organisations ProContract account.
32	If a user clicks 'don't intend to respond' does that relate to the user only, and not all other users / homes under our contract?	If 'don't intend to respond' is selected this will apply to your whole organisations submission, not individual users/homes.
33	Each of our local homes has separate log ins for ProContract. Can they submit their own responses so there could be several from our organisation?	Please refer to the DPS guidance on page 13 how to do this.
34	Why am I getting emails from ProContract that are not suitable to my organisation or service I provide?	<p>The system will send notifications according to the categories and regions providers have selected when setting up their ProContract account. If you only wish to receive notifications from Bristol you could amend your region to Bristol rather than selecting UK. Only do this if you do not wish to be notified of opportunities from other authorities. Bristol City Council does not have any control over the notifications received regarding opportunities from other authorities.</p> <p>In terms of placements Bristol City Council make off of these frameworks you should only receive notifications that relate to the categories of care you selected on your Category Selection Template. If you find you are receiving notifications of placements that are for categories that you did not select please contact us so that we can double check. If you wish to amend the categories you selected please send a message via ProContract, attaching a revised Category Selection Template – with the additions/changes highlighted.</p>

SECTION 7 – OTHER

#	Question	Answer
35	Can we have a blank Form B to view before the go live date 1st March 2017?	Yes, we will circulate to all providers who are confirmed on the Care Home/CSS Frameworks

		along with the notes from the training event and electronic copies of the guidance.
36	Will there be details on each competition on who to contact if something needs clarifying before we decide if we can meet need or not?	Yes, a member of the Support Planning Team will publish their contact details on each mini competition.
37	Can we have a copy of the presentation from the ProContract event emailed to us?	Yes, we will circulate to all providers who are confirmed on the Care Home/CSS Frameworks along with the notes from the training event and electronic copies of the guidance.
38	We will be required to complete KPIs / workbooks every quarter? We don't currently support any Bristol clients, thus is there a need to complete these KPI's?	You will be required to return the workbook, but there will only be a small section that you will be required to complete for the return. Please see the workbook guidance for more information.
39	How can partnership working happen? I.e. someone may need a care home but use BSL or a different language. Can a care home request communication support via the portal	ProContract is only being used to broker care home and community support services. It is not being used to meet additional support needs.
40	Who and where are you placing at the moment?	Bristol City Council will publish market information including details of placements trends in due course.