

Isle of Wight Council Adult Social Care

Dynamic Purchasing System Policy

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Author:	Catherine Smith-Ivory / Hannah Donbavand Community Wellbeing and Social Care ✉ catherine.smithivory@iow.gov.uk hannah.donbavand@iow.gov.uk ☎ (01983) 821000
Sponsor:	Matt Porter Group Manager, Business Support ✉ matthew.porter@iow.gov.uk ☎ (01983) 821000 ext. 6583
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3 Purpose, Scope and Aims

The purpose of this policy is to explain the way in which the Isle of Wight Council (IWC) commissions its services by using a Dynamic Purchasing System. The Dynamic Purchasing System (DPS) is based on a web-based system called sproc.net which is hosted and managed by a third party provider called **adam**. Sproc.net enables the IWC to commission home support, day and evening opportunities, domestic care to supported living and learning disability care home services on an individual basis.

For the purpose of this policy, a Supplier is the term used to refer to a provider who enters into an agreement to provide services on behalf of the IWC.

4 What is a Dynamic Purchasing System (DPS)

The DPS is an electronic system that facilitates the purchasing of goods and services and is governed by Regulation 34 of the Public Contracts Regulations 2015. The DPS enables the IWC to ensure the end-to-end procurement process is competitive, fair and transparent.

The DPS will run for four years (ending 31 October 2019) and in order to participate Suppliers must meet the IWC's minimum criteria for entry. Suppliers can sign up to the DPS at any time within this period.

5 How does the DPS work?

Suppliers who wish to provide services to the IWC will need to comply with the IWC's minimum entry Requirements. This process is electronic and completed online at www.sproc.net. As part of the accreditation and enrolment process Suppliers must meet the IWC's criteria at this stage and sign up to a Supplier Agreement which sets out the overarching terms and conditions to apply between the Supplier and the IWC. The accreditation and enrolment process has a series of questions that requires the Supplier's response together with the submission of certain documentation.

The Supplier must answer questions against the following criteria in order to enrol to join the DPS:

- Financial standing
- Safeguarding
- Professional standing
- Professional ability

Once enrolled, Suppliers will receive notifications of opportunities to provide services (called 'a Requirement') and can respond to these via the sproc.net system.

When a Supplier responds to a Requirement this is called an offer. If successful, a contract specific to the person ('Service Agreement') will be created through sproc.net between the Supplier and the IWC. There could be multiple Offers against one Requirement and the most suitable Offer will be selected based on quality and price. The Supplier will submit weekly invoices ('Service Receipts') through sproc.net which will be paid to the Supplier through the third party who host and manage the system (**adam**).

6 How does a Supplier join the DPS?

The Supplier must register their business onto sproc.net. A Registration, Accreditation and Enrolment User Guide has been created and can be found at www.sproc.net

7 Accreditation Criteria (First Stage)

The Supplier must answer questions against the following criteria in order to be accredited to join the DPS:

- Company information
- Convictions / legal proceedings
- Insurance requirements
- Health and Safety
- Data Protection

Once the Supplier has submitted the information required it is then evaluated by **adam**. If approved, the Supplier is then entered into the second stage of the assessment called Enrolment.

8 Enrolment Criteria (Second Stage)

The Enrolment questions are weighted and scored by three members of IWC staff. The Supplier will receive an email notification within fifteen working days confirming whether or not their application has been successful.

If the Enrolment application is rejected due to failure to meet the evaluation threshold of achieving 70%, feedback will be provided to enable the Supplier to rectify any issues and resubmit an application, if appropriate.

Suppliers will have two opportunities to submit their Accreditation and Enrolment application. If they fail on both occasions, Suppliers will have to wait six months before being able to resubmit their application.

If a Supplier has a business with multiple locations (i.e. offices) from which they intend to submit Offers, then each location will need to enrol separately.

9 Service Categories

The following Service Categories have been set up using sproc.net :

- Learning Disability Care Homes
- Day and Evening Opportunities (including Community Activities and Involvement)
- Home Support
- Supported Living

The Supplier will be required to identify the service categories for which they wish to receive Requirements.

The purpose of this is to define the services which the Supplier is able to provide.

The provider will inform **adam** which service category their business includes.

10 Requirements, Offers, Weightings and Ranking

10.1 Distribution

All Requirements will be automatically distributed to Suppliers subscribed to the respective service category via sproc.net.

Exceptions to this are explained in section 13 of this policy.

10.2 Open for Offers Period

When the Requirement has been distributed, Suppliers can submit an Offer during the 'Open for Offers' Period. Once this period ends, no further Offers can be submitted.

The IWC will aim to have the Open for Offers Period for 24 hours. However, this is a flexible timescale and urgent cases will take priority.

To create an Offer, the Supplier will state whether or not they can meet the outcomes and submit their Offer.

When the Open for Offers Period ends, all submitted Offers will be electronically sorted into a list. This will rank the Offers in order of the score which they have received so far, based upon the Provider quality score and attributes.

10.3 Provider Quality Scores

Provider quality scores are made up of the following elements:

Learning Disability Care Homes	Percentage
Care Quality Commission (CQC) rating	40%
Quality Monitoring Visit / Self-Assessment Form <ul style="list-style-type: none"> - Quality Assurance will arrange a QA visit - Providers will be requested to complete a Self-assessment Form 	30%
Provider QA Survey	15%
Feedback from individuals receiving care and support	15%

Day and Evening Opportunities (community involvement and activities)	Percentage
Quality Monitoring Visit / Self-assessment Form	50%
Providers QA Survey	25%
Feedback from individuals receiving care and support	25%

Home Support	Percentage
Care Quality Commission (CQC) rating	30%
Self-assessment Form	20%
Quality Monitoring Visit	20%
Feedback from individuals receiving care and support <i>(This will be a combination of providers own quality monitoring and visits/calls conducted by quality assurance staff to individuals within their own homes).</i>	30%

Supported Living	Percentage
Quality Monitoring Visit / Self-assessment Form	50%
Providers QA Survey	25%
Feedback from individuals receiving care and support	25%

The Provider Quality Score will be revised on an annual basis following the annual quality monitoring visit. If there are any changes that could affect the score these will be applied at the next quarter e.g. new CQC inspection outcome.

The PQS will not be applied until all providers have had their first quality monitoring visit.

Further information on each of the elements and the scoring mechanisms is available on request.

10.4 Requirement Messaging

During the Open for Offers Period, Suppliers can raise questions via sproc.net about the Requirement; this is known as Requirement Messaging. IWC have the following rules.

10.4.1 Identification

There must be nothing communicated through the Requirement Messaging system which identifies either the Supplier or the staff member of the council.

10.4.2 Prejudice

Nothing which betrays a bias for or against a Supplier should be communicated through Requirement Messaging.

10.4.3 Data protection

There must not be any sensitive information of either, a personal or commercial nature, pertaining to the Supplier, staff member of the IWC or the individual communicated through Requirement Messaging.

10.4.4 Off-contract risk

There will be nothing which incites engagement outside of the system communicated through Requirement Messaging.

10.4.5 Clarification

Further details to support the Requirement and aid a Supplier in constructing their Offer must always be communicated through Requirement Messaging. This is to ensure a full auditable trail and alleviate any risks to the IWC through miscommunication or malicious practice.

10.5 Attributes and Outcome Statements

Attributes are features and / or characteristics of a service user's needs that the Supplier must be able to deliver and are comprised of:

- Features: these are the core criteria or “must haves” for the service user needs, for example, faith-based food or location. This is a “pass or fail” test which will filter out Suppliers prior to evaluation and scoring. These are displayed as tick boxes on the system.
- Capabilities or Skills: these are preferable or “nice to haves” for the individual's needs, for example, foreign language. These are displayed as drop-down options on the system.

Depending on the needs of the individual, certain sections of the capabilities/skills and qualifications may be included in the features as an essential Requirement.

Outcome statements are free-text questions which are related to an assessed outcome and / or a choice. These are defined by the social care worker's assessment of need and require free-text responses from Suppliers. The Supplier's response to the outcome statements must demonstrate how they will meet the individual's needs.

The IWC reserves its right to amend the award criteria from time to time, subject to prior notification to Suppliers.

10.6 Client Review Period

The IWC will evaluate the shortlisted Offers; this is called the “client review period”.

The purpose of the client review period is to ensure that the accepted Offer is the one that best meets the needs of the individual and the IWC. The evaluation of tenders is an important part of the procurement process.

10.7 Evaluation

The IWC will evaluate the award criteria to ensure that all Suppliers have a fair and equal opportunity to present the appropriate information.

10.8 Evaluation Quality Control

To ensure consistency of evaluation and scoring, regular system reports will monitor any trends so that issues can be addressed promptly.

The IWC will undertake regular quality assurance checks of each its' officer's scoring in order to reduce the risk of inconsistent scoring.

10.9 Offer Rejection

The IWC will reject an Offer submitted by a Supplier if the Offer does not adequately show how the individual's required outcomes will be met.

11 Service Agreement and Billing

If a Supplier's Offer is successful, a service agreement will be created on sproc.net between the Supplier and IWC. The Supplier will then be required to submit weekly bills (service receipts) through the sproc.net system. IWC will aim to inform the Supplier via sproc.net if their Offer has been successful by the close of business the day after they submitted their Offer.

11.1 Changes to Service Agreements

The change order function on sproc.net is used to make changes to an active service agreement.

The council will use a person-centred approach to consider what constitutes a material change to a service agreement, and which changes will result in the active service agreement ending and a new Requirement being redistributed.

12 Exceptions

Occasionally, there may be Requirements which will be processed outside of *adam*.

The IWC will manually distribute a Requirement if a service is needed in an emergency outside of core office hours (including weekends and formal holidays) when SPOC team is unavailable.

13 Contacts, Complaints and Suspensions

13.1 Contacts

The Single Point of Commissioning (SPOC) Team coordinate the commissioning of services on behalf of the person. The team offer a single point of contact for Suppliers on behalf of IWC and can be contacted as follows:

SPOC Team
Isle of Wight Council
Enterprise House
Monks Brook
St Cross Business Park
Newport
Isle of Wight
PO30 5WB

Email: spocprovider@iow.gov.uk

13.2 Complaints

You can submit a complaint online from our website by [clicking here](#).

By completing a complaint reporting form and sending it to the above address, please [click here](#) to download a copy of the form. (PDF, 161KB, 3 pages).

Or by letter to Adult Social Care Complaints, Isle of Wight Council, Enterprise House, Monks Brook, St Cross Business Park, Newport PO30 5WB.

13.3 Suspensions

The council reserve the right to suspend Suppliers from **adam** for reasons such as safeguarding concerns, CQC rating of inadequate or failure to meet the requested key performance indicators as detailed in the contract. The Isle of Wight's Protocol for Suspending Placements with providers will come into force at this time.

Suppliers may also choose a voluntary suspension of placements while addressing concerns in partnership with the council.

A suspension means that a Supplier will no longer receive new Requirements. This will not impact on their active service agreements.