Suffolk Marketplace
Provider Guidance for e-Brokerage

September 2024

Version number   1.2
Effective Date   September 2024
Review Date   September 2024

Version Number	Authors	Manager	Changes
1.0	HF, ED, WW	ED	N/A
1.1	HF, WW, JK, RM	ED	Included new section on - MFA - adding notes to packages - managing packages by various filters and status - what to do when provider cannot find organization at registration

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Version Number	Authors	Manager	Changes
			- downloading care plan - important notice for providers with two or more services within the SCC Removed: - CareFinder procedure - Managing your account Updated: - Image resolution
1.2	ED, WW	ED	Edit to Section 5

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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Suffolk MarketPlace – E-Brokerage

E-Brokerage: This is a platform that allows providers to secure / select/ packages without the intervention of SCC Brokerage Team.

Contents

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

Suffolk MarketPlace

Suffolk MarketPlace

1. How To Create an Account and Set up Secure Provider Login

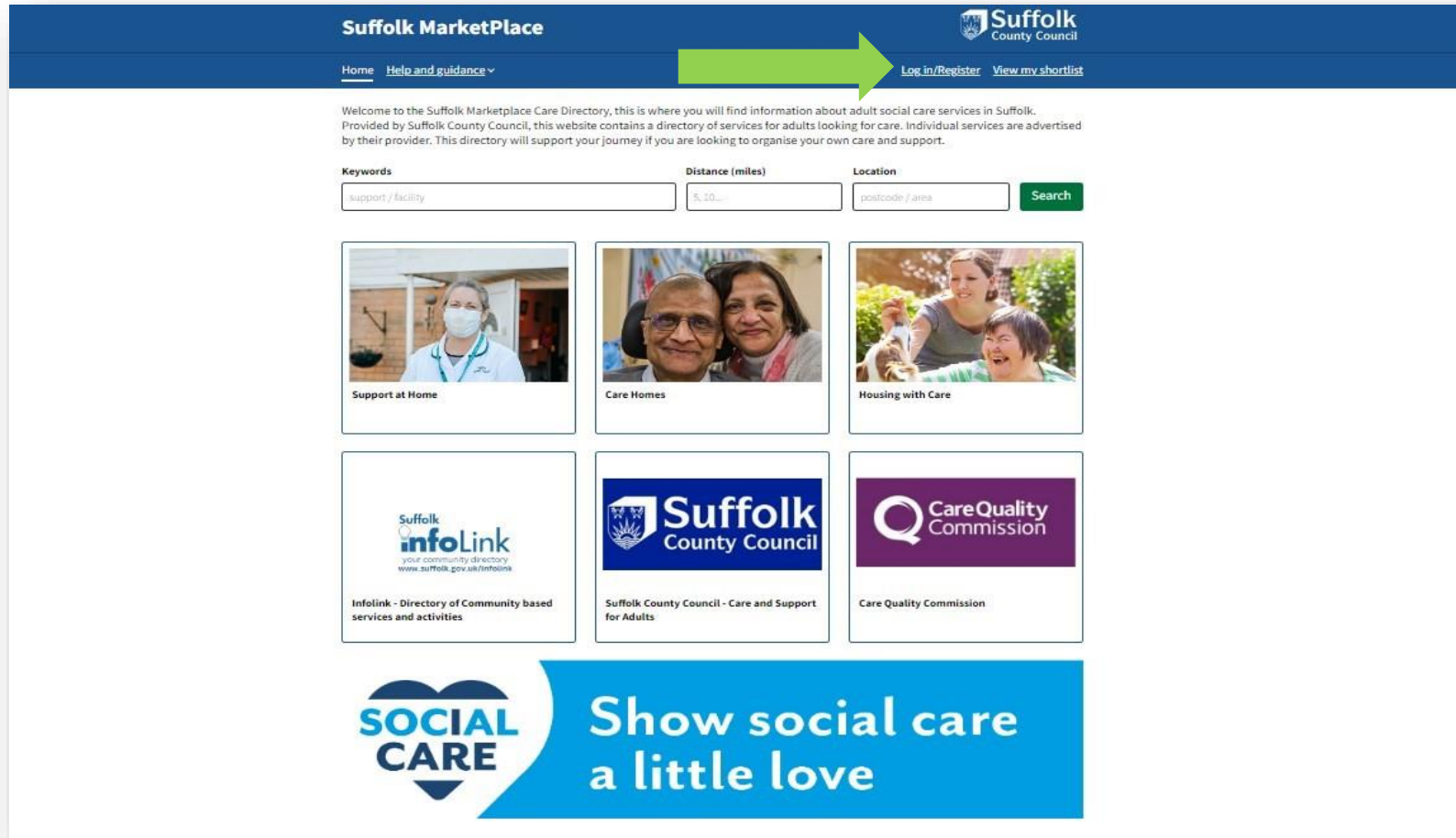## 1.1 Registering the account

1. Accessing Marketplace
   To find the site use this link :

Home | Suffolk Marketplace
https://marketplace.suffolk.gov.uk

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

Suffolk MarketPlace

2. Click Log in / Register

Suffolk MarketPlace

3. To Create your account, Click 'Register'

Suffolk MarketPlace

Home   Help and guidance ⌄

Log in/Register   View my shortlist

You are here: Home > Log in

Log in

Enter your details below to log in

User name or email *

Password *

Log in   Cancel

Forgotten your password?

Are you a member of the public or a service provider but don't yet have an account? Register

Use another service to log in

SCC Staff - secure login

Service Provider - secure login

If you are having problems related to your login please contact The Suffolk Marketplace team on marketplaceadmin@suffolk.gov.uk

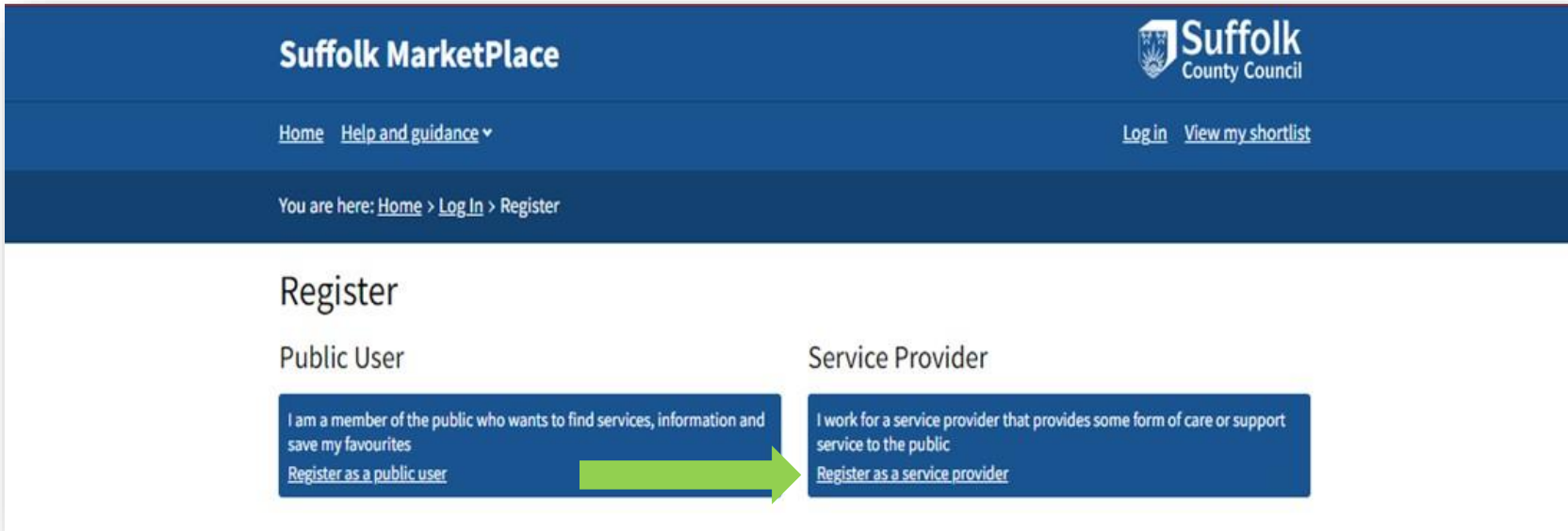Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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4. Click on Register as a Service Provider

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5. Complete the registration form. Fields marked with a * are mandatory.

You are here: Home > Log In > Registration Type > Request Login

Request Login

Only people associated with a service-providing organisation should request a login. Members of the public who wish to search for services should not request a login, as it is not required.
If you have any questions about login requests, please contact The Suffolk Marketplace team by email .

Please enter the user details:

Fields marked with a * are mandatory

Login Details

User name *

Email address *

Personal Details

Forename *

Surname *

Telephone number *

Mobile number

Fax number

Address line 1

Address line 2

Address line 3

Address line 4

City/Town

Postcode

The page continues:

Further down the page you will find 'Employer Details'

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Type in your organization name:

Click "Find"

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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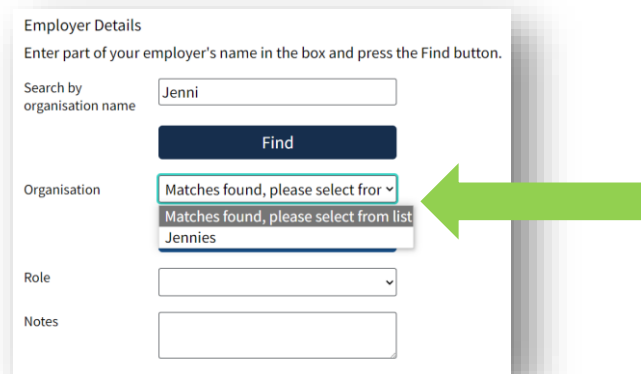
You can choose your organization from the list.
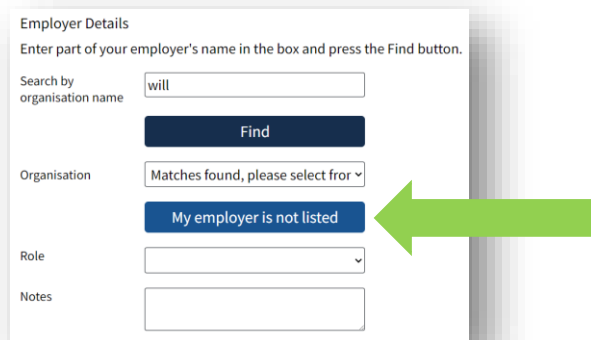
If your organization is not found on this website, click "My employer is not listed" and there should be an option for you to key in the name of the organization manually.

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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6. Scroll down and read the Terms & Conditions before clicking Request Login at the bottom of the page.

Request login

7. You will receive the following screen once Request Login is clicked.

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Home   Help and guidance ⌄   Log in   View my shortlist

You are here: Home > Request Login

Thank You!

Your login request for the user JennieK has been created.

You will receive an email with further instructions as soon as an administrator has made a decision about your request.

Back to home page

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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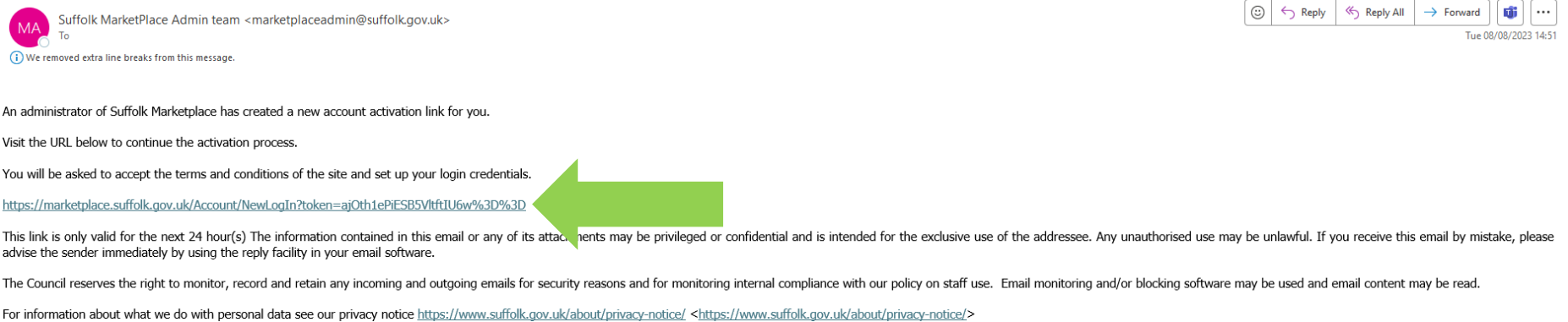
On your private email inbox, you should be able to see an email auto generated from your login request.

Once the login request is approved from the admin side of MarketPlace, you will receive another auto-generated email to notify your account has been approved.

Please note this request will only be dealt with during office hours.

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1.2 Setting up password and secret word

1. Access the email inbox that you registered the account with

2. Access the login email

3. Click the link on the email

MA Suffolk MarketPlace Admin team <marketplaceadmin@suffolk.gov.uk>
To

Reply | Reply All | Forward

Tue 08/08/2023 14:51

ⓘ We removed extra line breaks from this message.

An administrator of Suffolk Marketplace has created a new account activation link for you.

Visit the URL below to continue the activation process.

You will be asked to accept the terms and conditions of the site and set up your login credentials.

https://marketplace.suffolk.gov.uk/Account/NewLogIn?token=ajOth1ePiESB5VltftIU6w%3D%3D

This link is only valid for the next 24 hour(s) The information contained in this email or any of its attachments may be privileged or confidential and is intended for the exclusive use of the addressee. Any unauthorised use may be unlawful. If you receive this email by mistake, please advise the sender immediately by using the reply facility in your email software.

The Council reserves the right to monitor, record and retain any incoming and outgoing emails for security reasons and for monitoring internal compliance with our policy on staff use. Email monitoring and/or blocking software may be used and email content may be read.

For information about what we do with personal data see our privacy notice https://www.suffolk.gov.uk/about/privacy-notice/ <https://www.suffolk.gov.uk/about/privacy-notice/>

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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4. Insert your password and secret word. Read Terms and Conditions and tick if in agreement. Click Create New Login.

Please keep your **password and **secret word** in somewhere safe and accessible as you will need this information to login in future **

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2. Logging in your account

Note: When you plan to log in to your account after the initial registration, DO NOT ENTER USERNAME/EMAIL or PASSWORD. This will generate an error message.

Select Service Provider—secure login

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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2.1. Google email address

Should you have an email address that uses the domains gmail.com or googlemail.com you may find that when returning to the site you are expected to enter a security code. This will come in the form of an email. This two phase security guarantees that it is only the account owner who accesses the account.

---------- Forwarded message ----------
From: **Suffolk Partners (via Microsoft)** <account-security-noreply@accountprotection.microsoft.com>
Date: Tue, 5 Sept 2023 at 14:25
Subject: Your Suffolk Partners account verification code
To: <   @gmail.com>

Suffolk Partners

Account verification code

To access **Suffolk Partners**'s apps and resources, please use the code below for account verification. The code will only work for 30 minutes.

Account verification code:

19697898

If you didn't request a code, you can ignore this email.

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

2.2. Microsoft Email address

Should you have an email address that uses hotmail.com, hotmail.co.uk, live.com, live.co.uk, outlook.com, outlook.co.uk or if your organization's domain is part of a Microsoft account you would be able to sign in after supplying the access code automatically emailed to you.

You will be asked to supply the verification code that will be in the email that you will receive. Once this is entered you can select sign in to go to your account.

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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You may receive this notice the first time you log in.
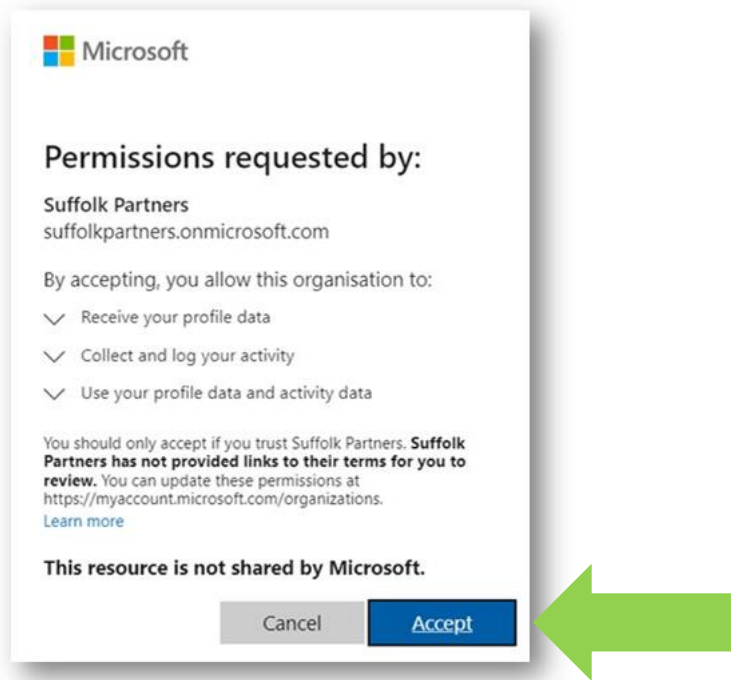
Please review and press Accept.

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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Enter the requested digits from your secret word, e.g. If "MarketPlace" is the secret word, the 7th character would be "P".

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Home   Help and guidance ⌄   Log in/Register   View my shortlist

You are here: Home > Secret Word

Secret Word

To complete the login process enter the specified characters from your secret word.
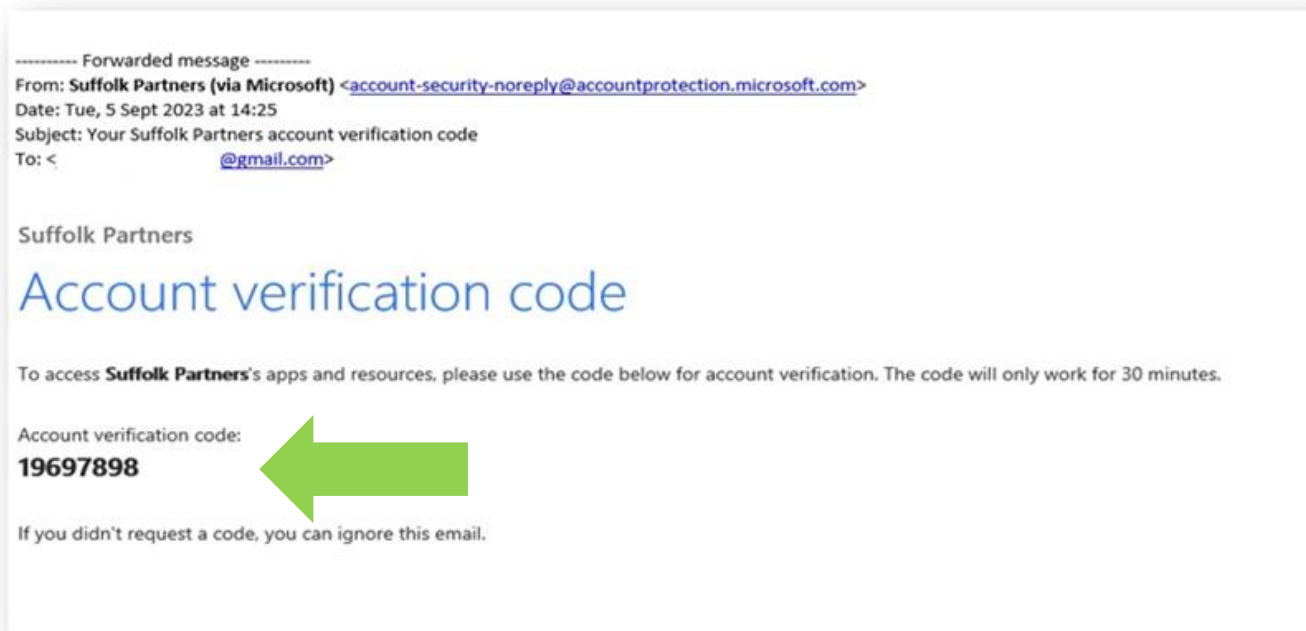
If you are having problems related to your login please contact The Suffolk Marketplace team on marketplace@suffolk.gov.uk
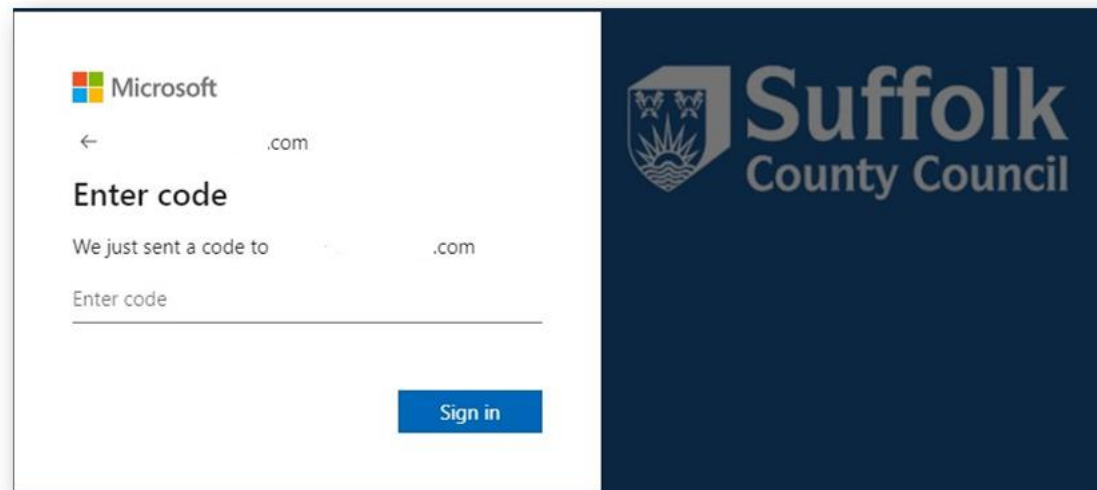
7th [ ] 8th [ ] 9th [ ]

Log in

Forgotten your secret word?

Press **'Log in'**

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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2.3 Setting up MFA - Multi Factor Authenticator

Multi-Factor Authenticator is an extra layer of security to be used when providers register for an account on Suffolk MarketPlace. You must have this in place to receive care requests through e-brokerage

1. After creating an account in MarketPlace you need to log out and return to the Log in page to create a secure sign on (SSO) account by selecting Service Provider – Secure login

Log in

Enter your details below to log in

User name or email *

Password *

Log in   Cancel

Forgotten your password?

Are you a member of the public or a service provider but don't yet have an account? Register

Use another service to log in

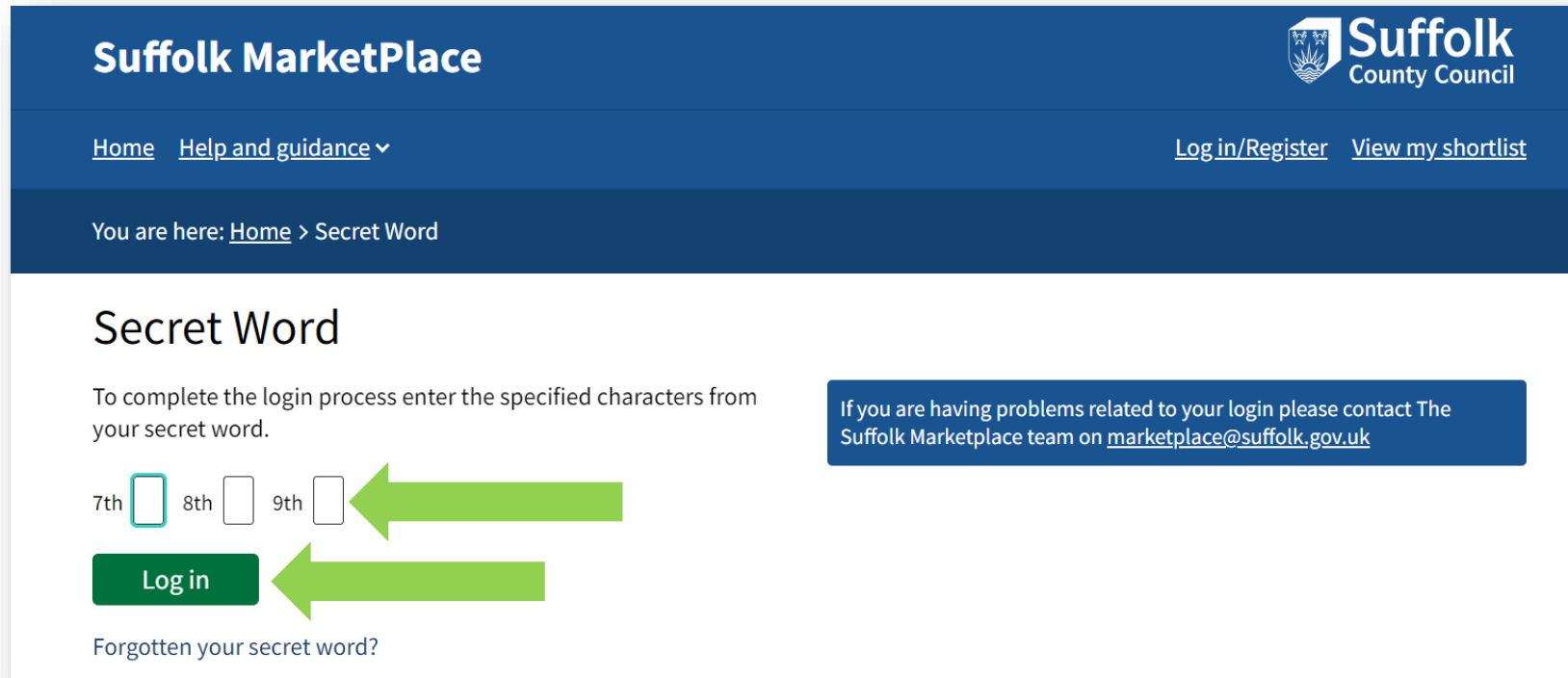Public User - secure login

SCC Staff - secure login

Service Provider - secure login

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

Suffolk MarketPlace

2. When you see the Microsoft Sign in window, enter the email account that you used to set up your account in Suffolk MarketPlace
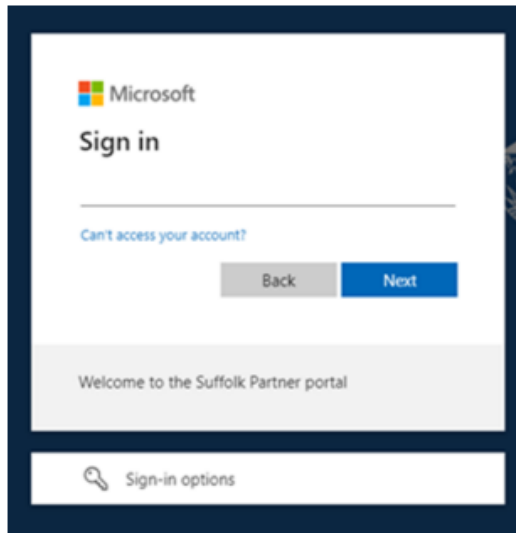
3. Depending on the type of email account, you may be instructed to enter a code which you will receive via email to that account.
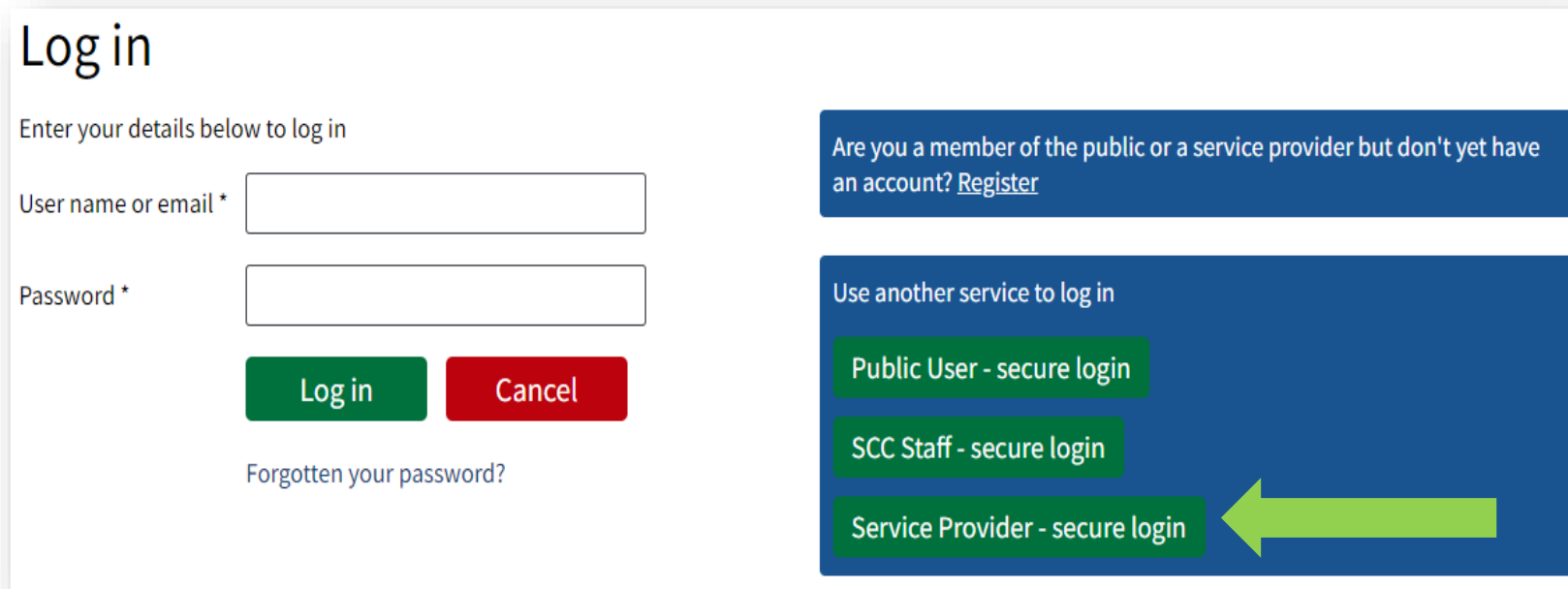

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

Suffolk MarketPlace
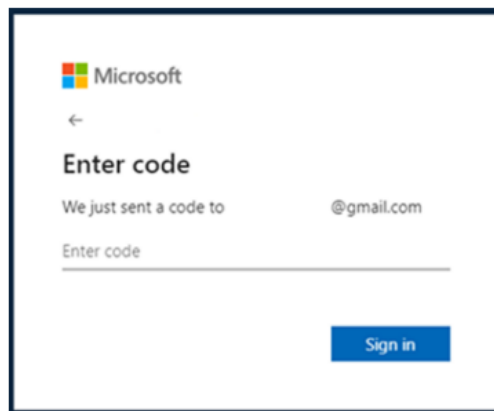
4. You will then need to accept the terms and conditions
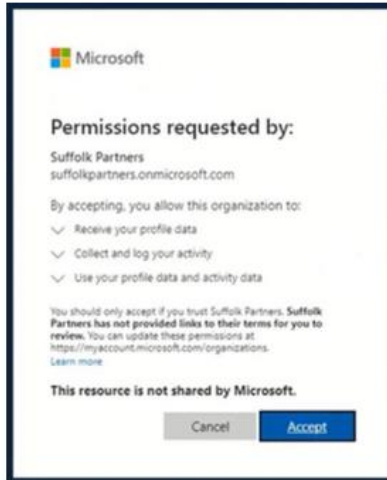
5. When you see the 'More information required' message, click 'Next'

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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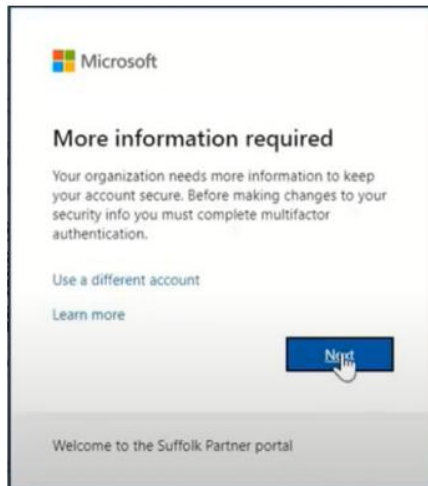
6. You will then be instructed to download the Microsoft authenticator app on your smartphone. You will find this in your Appstore.

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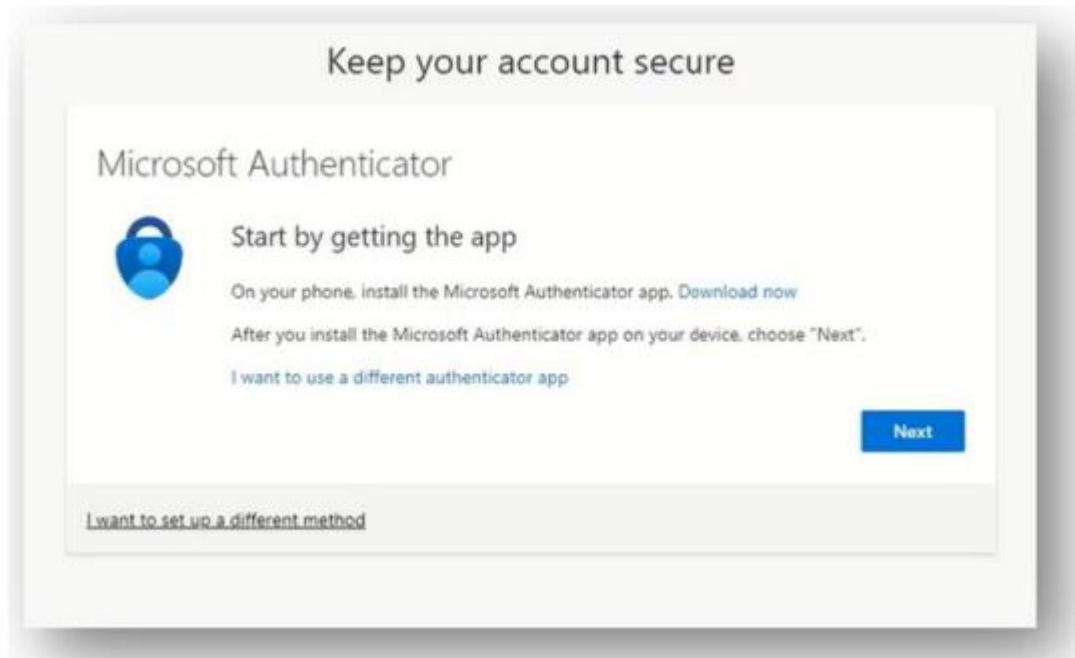
7. Once downloaded, follow the onscreen instructions to set up your account. When asked, select 'work or school account'

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

Suffolk MarketPlace
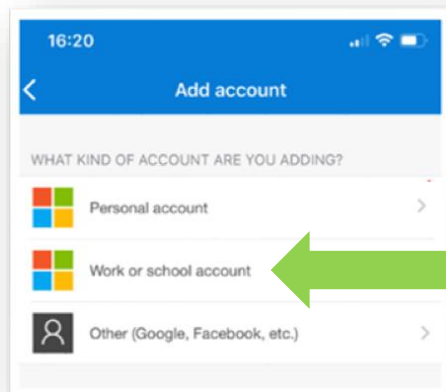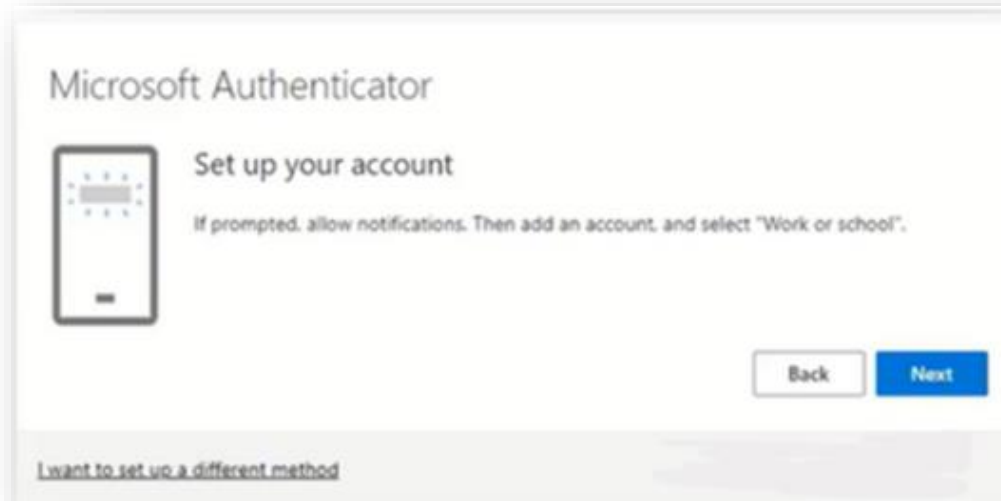
8. Scan the QR code using the authenticator app on your phone, you will then be asked to enter a number from your screen into the Authenticator app

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Suffolk MarketPlace
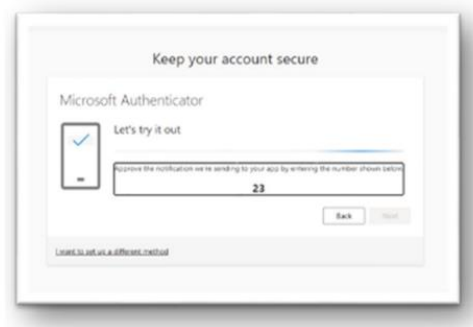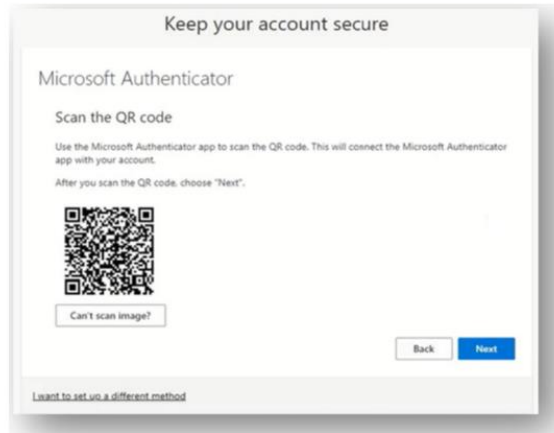
9. Once set up you will only need to enter the random number from your computer screen into the Authenticator app when you wish to access Suffolk Marketplace
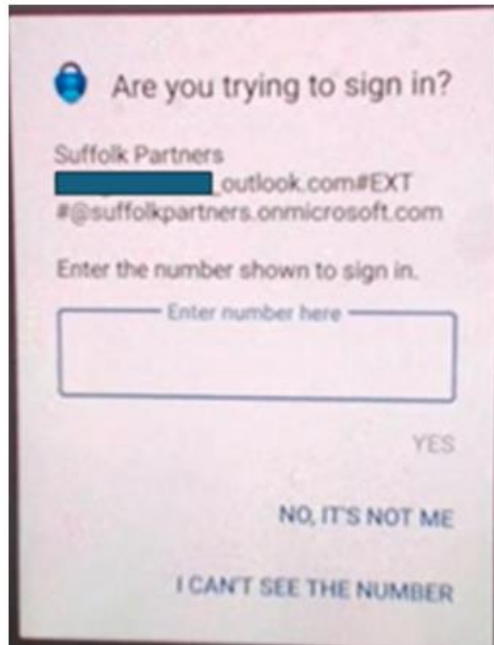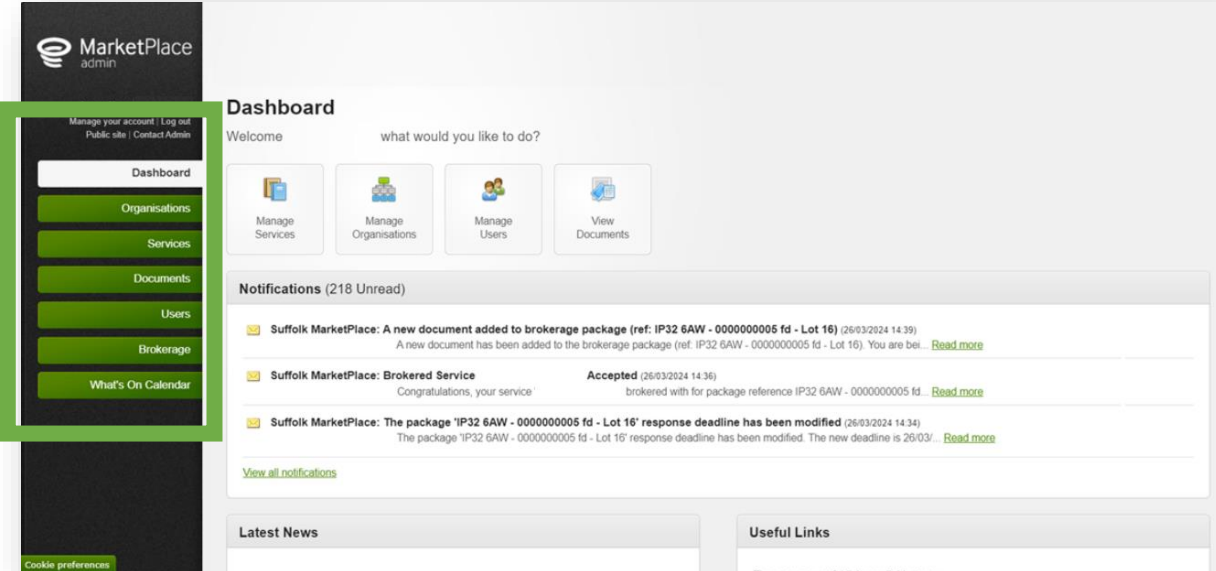
If there are any concerns or issues in setting up the MFA, please refer to **Section 7 Additional Support**.

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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3. Managing Brokerage packages
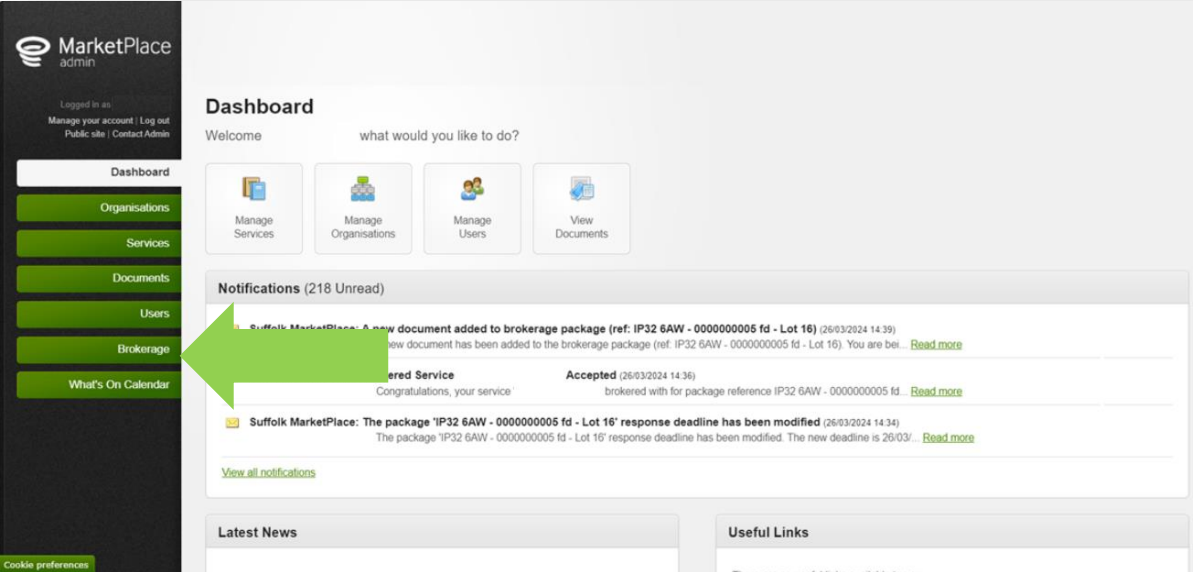
3.1. Accessing Brokerage tab

1. Brokerage tab can be found on the left side of the dashboard.

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2. Click on the Brokerage tab.

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On the right side of the screen, there are several tabs:

Tab	Description
Awaiting Response	A package that is awaiting a response from the provider – these are packages currently pending for providers to place offer.
Response Complete	A package where the response from the provider has been completed and sent through to the Placement Team/brokerage user.
Awaiting Decision	Lists packages that have expired the response deadline and waiting for decision to award/not award to providers.

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Tab	Description
Not Awarded	A package that was not awarded when an offer of care was made by the provider.
Awarded	A package that has been awarded to the provider by the Placement Team/brokerage user.
All	Lists all packages processed through MarketPlace in the last 12 months.

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3.2 Managing Package Filters

3.2.1   Display High Priority packages

You can view high priority packages by checking the box (green arrow).

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3.2.2 Display Local Authority packages

Local Authority packages can be displayed once the "include Local Authority packages" box is checked.

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3.2.3 Change the number of packages displayed

By clicking on the dropdown box (green arrow), you could choose the number of packages displayed.

You can display up to 100 packages on this page.

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3.3 Filter by Status

The different responses with status available in the system are listed below together with their meanings:

Show 10 ▾ entries

Show only responses with status |

Awaiting Decision
Awaiting Response
Awarded
Declined
Expired Without Response
Not Awarded
Response Complete
Response in Progress

Show only high priority packages ☐
Include Local Authority packages ☑
Include Care Finder packages ☑

Copyright 2024 Suffolk County Council

Response Status	Description
Awaiting Decision	A package that is awaiting a decision to be made by the Placement Team/brokerage user.
Awaiting Response	A package that is awaiting a response from the provider – these are packages currently pending for providers to place offer.
Awarded	A package that has been awarded to the provider by the Placement Team/brokerage user.

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Response Status	Description
Declined	A package that has been declined by the provider themselves.
Expired Without Response	A package that has gone past the response deadline set and not been responded to by the provider.
Not Awarded	A package that was not awarded when an offer of care was made by the provider.
Response Complete	A package where the response from the provider has been completed and sent through to the Placement Team/brokerage user.
Response in Progress	A package where the response has been started but not completed and sent through to Placement Team/brokerage user.

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

![Suffolk MarketPlace - Suffolk County Council]

4. How to Place an Offer

Once you are in your account, the landing page is the Dashboard. This is the service provider interface with the Brokerage service. The Brokerage tab to the left column will display the available domiciliary care packages. Here you will be able to bid on the packages that are available to you.

1. Click the Brokerage button to access the packages available to place offers.

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2. Click on a package to open it.

Logged in as
Manage your account | Log out
Public site | Contact Admin

Dashboard
Organisations
Services
Documents
Users
Brokerage
What's On Calendar

Brokerage Responses

Click on a package reference to view or change your response.

Packages details

| Awaiting Response (5) | Response Complete (0) | Awaiting Decision (13) | Not Awarded | Awarded | All |

Awaiting Response

Response sent within the last 12 months with the Awaiting Response or Response In Progress status are shown on this tab. The table lists all responses that are yet to be started or are in progress. Ideally you would complete each response.

Showing 1 to 5 of 5 entries

Search:

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?	Created By
test v85		Locality Homecare Level 1		Awaiting Response	10/07/2024 14:31	No	Local Authority
20240122_LAS34567	34567	Home care 4 hour block		Response in Progress	17/02/2024 09:45	No	Local Authority

*** IMPORTANT – If your organization has two or more services working with Suffolk County Council, please ensure you use the correct service when placing offer.

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?	Created By
Test 1 - 20240726		Locality Homecare Level 1	Jennies2	Awaiting Response	27/07/2024 14:45	No	Local Authority
Test 1 - 20240726		Locality Homecare Level 1	Williams	Awaiting Response	27/07/2024 14:45	No	Local Authority

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk
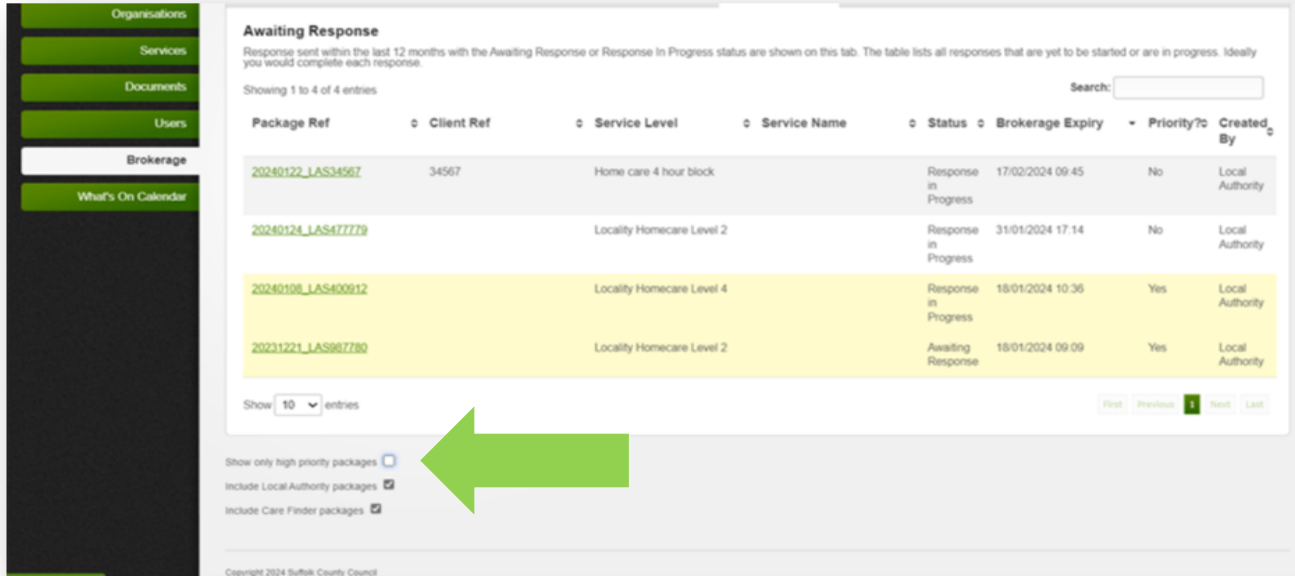
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3. Once the package is open you can see all the information of the package.

You can enter and change your details on the 'Our Response' tab. When you are ready, click the 'Save and Mark Response Complete' button to submit it to the Local Authority.

Back to list

Response

| | Package Details | Our Response | Metadata |

Local authority	Suffolk County Council
Package reference	test v86
Service level	Locality Homecare Level 1
Expected start date	10/07/2024
Hour required	3.50
Frequency	Weekly
Location	IP33 3YU

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4. This is where responses are required to confirm you can meet the requirements as a service provider. Some requirements may be negotiable, a negotiation note will appear when "no" is selected.

Response

Package Details | Our Response | Metadata

ℹ This package was created by the local authority.

Save your changes | **Save and Mark Response Complete**

Requirements

These are a list of requirements for the service to be delivered. If you can fulfil the requirement answer "Yes". If you answer "No" and the requirement is negotiable, a comment box will be shown so that you can enter a message explaining whether you could fulfil the requirement with minor changes or if there are mitigating factors.

Essential: 1. Can you start on the requested start date for services?

9/7/2024

Can meet requirement? No ⌄

Negotiation note

10/7/2024

Essential: 2. Can you meet the care needs of the individual / adult in the Additional Information? If you answered 'No', please confirm which elements of the care needs you cannot meet and any other comments in the Negotation Notes.

Yes

Can meet requirement? ⌄

Yes
No

(Continue to next page)

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Additional Information

The following is a list of additional information provided by the local authority.

Age	65
Speaking Language	English
Gender	Female
Requested start date for services	9/7/2024
Requested start time for services	test
Request Type	test
Request Sub Type	test
Details if other:	test
Total weekly hours requested	3.50
What are the intended goals for this support?:	test
What are the potential barriers to achieving the goal(s)?:	test
Assessed need indicates that Time specific support required?	No

(Continue to next page)

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Is there a time critical need for medication?	No
Is there a time critical need for skin management?	No
Skin Management Details and times:	test
Is there a time critical need for nutrition and fluid?	No
nutrition and fluid Details and times:	test
Is there a time critical need due to impact on other services?	No
impact on other services Details and times:	test
Is there a time critical need due to other reasons?	No
Other reasons Details and times:	test
Assessed need indicates that Gender specific support required?	No
Rationale for gender specific support:	test

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Does the Person have any additional support in place?	Yes
Details of additional support:	test
Important information to share with provider:	test
Mobility and Medication (Including Details and times):	test
Access information, including key safe:	test
Peg-feed required:	test

Placement Response

Your decision on whether your service can be provided to this client.

Placement response [⌄]

(Continue to next page)

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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Documents

These are a list of files attached to the package (that all respondents can see) or that you have added to this response (that only you and the Local Authority can see).

Add document...

Notes

These are a list of notes attached to to the package (that all respondents can see) or that you or the Local Authority have added to this response (that only you and the Local Authority can see).

Add a new note

Time	Duration	Single or Double Assist	Additional Notes: Describe tasks to be completed during the visit
7am to 11am	30 Minutes	Single Assist	testing

By .   at 09/07/2024 12:02.

If you feel that there are any comments you would like to send to the Placement & Brokerage team, you may press "Add a new note". The comment will be added to this response and only you and the Placement & Brokerage team can see. Please refer to the **Section 5 Adding note to the package**.

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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5. You should select the Placement Response on your decision to provide the service for this package and accept the provider brokerage package T&C:

Placement Response

Your decision on whether your service can be provided to this client.

Placement response   Yes - we are able to provide this service ⌄

PROVIDER TERMS AND CONDITIONS NOT SET
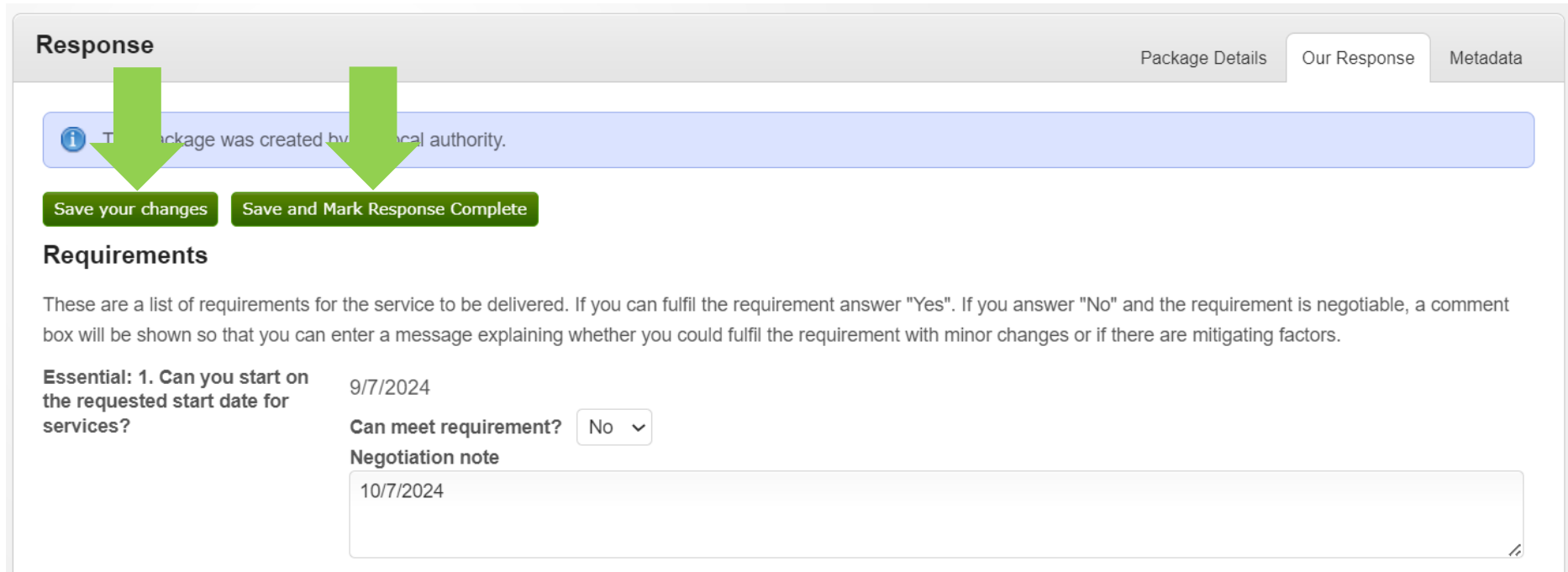
Accept provider brokerage package T&C? ☑

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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6. You can either:

Save your changes for finalizing the response later, or you could now,

Save and Mark Response Complete which would submit your response and place offer for this care package.

Response

Package Details | Our Response | Metadata

ⓘ The package was created by local authority.

[Save your changes] [Save and Mark Response Complete]

Requirements

These are a list of requirements for the service to be delivered. If you can fulfil the requirement answer "Yes". If you answer "No" and the requirement is negotiable, a comment box will be shown so that you can enter a message explaining whether you could fulfil the requirement with minor changes or if there are mitigating factors.

Essential: 1. Can you start on the requested start date for services?

9/7/2024

Can meet requirement? No

Negotiation note

10/7/2024

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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7. Once you have completed and submitted responses, you can review it in 'Response Complete' tab.

Packages details

Awaiting Response (4)   Response Complete (1)   Awaiting Decision (13)   Not Awarded   Awarded   All

Response Complete

Response sent within the last 12 months with the Response Complete status are shown on this tab. The table lists all responses that you have completed your response but the response deadline has not been reach or all participating providers have not responded. Whilst a response is listed here you can continue to edit it.

Showing 1 to 1 of 1 entries   Search:

Package Ref	Client Ref	Service Level	Service Name	Brokerage Expiry	Priority?	Created By
test v85		Locality Homecare Level 1		10/07/2024 14:31	No	Local Authority

Show 10 entries   First Previous **1** Next Last

Note: Response from the brokerage team would be in line with the process within Schedule 4 on the Contract.

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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8. You will receive an email updating you of the decision.

   Successful email:

S Suffolk MarketPlace Admin team<marketplaceadmin@suffolk.gov.uk>

Fri 7/26/2024 3:03 PM

ℹ You forwarded this message on Fri 7/26/2024 3:03 PM

Congratulations, your service 'Williams' brokered with for package reference Test 1 - 20240726 has been chosen for the adult.

Details of the decision are as follows:
Source of decision - Brokerage Officer
Primary acceptance reason - All adults required care needs are met
Additional acceptance reason(s) -

You will be contacted by the Social Care Practitioner to finalise the adults use of the service;
- the actual service / outcomes required;
- to confirm any specifics i.e Gender/Time
- share next of kin details;
- advise of GP name and contact details; and
- confirm the start date and first visit.

Provider please note; If the package you have been offered is a short term/reablement package, these packages can end immediately if it is no longer required or the adults circumstances change. Reablement packages of care will be reviewed by SWS within the 6 week period. In addition to this, it is the providers duty to inform SWS if the care is no longer necessary or required, and if the care package is not meeting the needs of the adult and requires an urgent review.

Use the following link to view the details of your response: https://marketplace.suffolk.gov.uk/Admin/Brokerage/Responses/1034
If you are reading this in an email and no longer wish to receive such emails you can use the following link to change your preferences: https://marketplace.suffolk.gov.uk/Admin/Account/Manage
The information contained in this email or any of its attachments may be privileged or confidential and is intended for the exclusive use of the addressee. Any unauthorised use may be unlawful. If you receive this email by mistake, please advise the sender immediately by using the reply facility in your email software.

The Council reserves the right to monitor, record and retain any incoming and outgoing emails for security reasons and for monitoring internal compliance with our policy on staff use. Email monitoring and/or blocking software may be used and email content may be read.

For information about what we do with personal data see our privacy notice https://www.suffolk.gov.uk/about/privacy-notice/ <https://www.suffolk.gov.uk/about/privacy-notice/>

↩ Reply   ↩ Reply all   ↪ Forward

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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Unsuccessful email:

Suffolk Marketplace: Brokered Services Rejected - Test 1 - 20240726 Inbox ×

🖨 ↗

Suffolk MarketPlace Admin team <marketplaceadmin@suffolk.gov.uk>
to ▼

3:03 PM (1 minute ago) ☆ ☺ ↩ ⋮

Thank you for recently submitting an offer of care for services in Suffolk. Whilst we are grateful for your submission, on this occasion, you have not been allocated this package with reference Test 1 - 20240726.

Use the link next to services to view your response.

Jennies2 (Jennies)
https://marketplace.suffolk.gov.uk/Admin/Brokerage/Responses/1033

Details of the decision are as follows:
Source of decision - Brokerage Officer
Primary rejection reason - Not able to meet all of adults required care needs
Additional rejection reason(s) -

Please continue to keep us updated on your capacity in the area.

Thank you again for taking time to consider all available services; please feel free to submit subsequent offers on any other service you feel you could support with.

Please contact your Contract Manager if you have any queries regarding this care package.

If your query is related to the adult in care, please contact Customer First on 0808 800 4005.

If you are reading this in an email and no longer wish to receive such emails you can use the following link to change your preferences: https://marketplace.suffolk.gov.uk/Admin/Account/Manage
The information contained in this email or any of its attachments may be privileged or confidential and is intended for the exclusive use of the addressee. Any unauthorised use may be unlawful. If you receive this email by mistake, please advise the sender immediately by using the reply facility in your email software.

The Council reserves the right to monitor, record and retain any incoming and outgoing emails for security reasons and for monitoring internal compliance with our policy on staff use. Email monitoring and/or blocking software may be used and email content may be read.

For information about what we do with personal data see our privacy notice https://www.suffolk.gov.uk/about/privacy-notice/ <https://www.suffolk.gov.uk/about/privacy-notice/>

9. Await direct contact from the Practitioner or Social Worker to complete the allocation.

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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5. Adding notes to the package

1. Click into the package that you would like to make a note on. This note will go through to the brokerage user within the placement team.

Packages details

| Awaiting Response (2) | Response Complete (0) | Awaiting Decision (0) | Not Awarded | Awarded | All |

Awaiting Response

Response sent within the last 12 months with the Awaiting Response or Response In Progress status are shown on this tab. The table lists all responses that are yet to be started or are in progress. Ideally you would complete each response.

Showing 1 to 2 of 2 entries

Search:

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?	Created By
Test 1 - 20240726		Locality Homecare Level 1	Jennies2	Awaiting Response	27/07/2024 14:45	No	Local Authority

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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2. Once in the package click on the **'Our Response'** tab.

You can enter and change your details on the 'Our Response' tab. When you are ready, click the 'Save and Mark Response Complete' button to submit it to the Local Authority.

Back to list

Response

Package Details | Our Response | Metadata

Local authority	Suffolk County Council
Package reference	6045580000 - TT- 22/03 - urgent
Client reference	6045580000
Service level	Locality Homecare Level 1
Expected start date	
Hour required	
Frequency	
Location	

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Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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3. Once you have clicked on the **'Our Response'** tab, scroll to the bottom of the page. Here you should find a button '**Add a new note'**.

Placement Response

Your decision on whether your service can be provided to this client.

Placement response

Documents

These are a list of files attached to the package (that all respondents can see) or that you have added to this response (that only you and the Local Authority can see).

Add document...

Notes

These are a list of notes attached to to the package (that all respondents can see) or that you or the Local Authority have added to this response (that only you and the Local Authority can see).

Add a new note

Time - Duration - Single or Double Assist - Additional Notes

7am to 11am - 30 Minutes - Single Assist - Support AM with morning routine support with personal care and dressing support with laundry

By wongw at 22/07/2024 17:23.

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4. Clicking on the 'Add a new note' button should open up a pop-up box where you can add a note with any information you require or questions for the Brokerage User. Once the note has been added select 'Add Note'.

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5. At the top of the page click save your changes. The note should then be visible at the bottom of the screen. This will then notify the Brokerage User that note has been added.

These are a list of files attached to the package (that all respondents can see) or that you have added to this response (that only you and the Local Authority can see).

Add document...

Notes

These are a list of notes attached to to the package (that all respondents can see) or that you or the Local Authority have added to this response (that only you and the Local Authority can see).
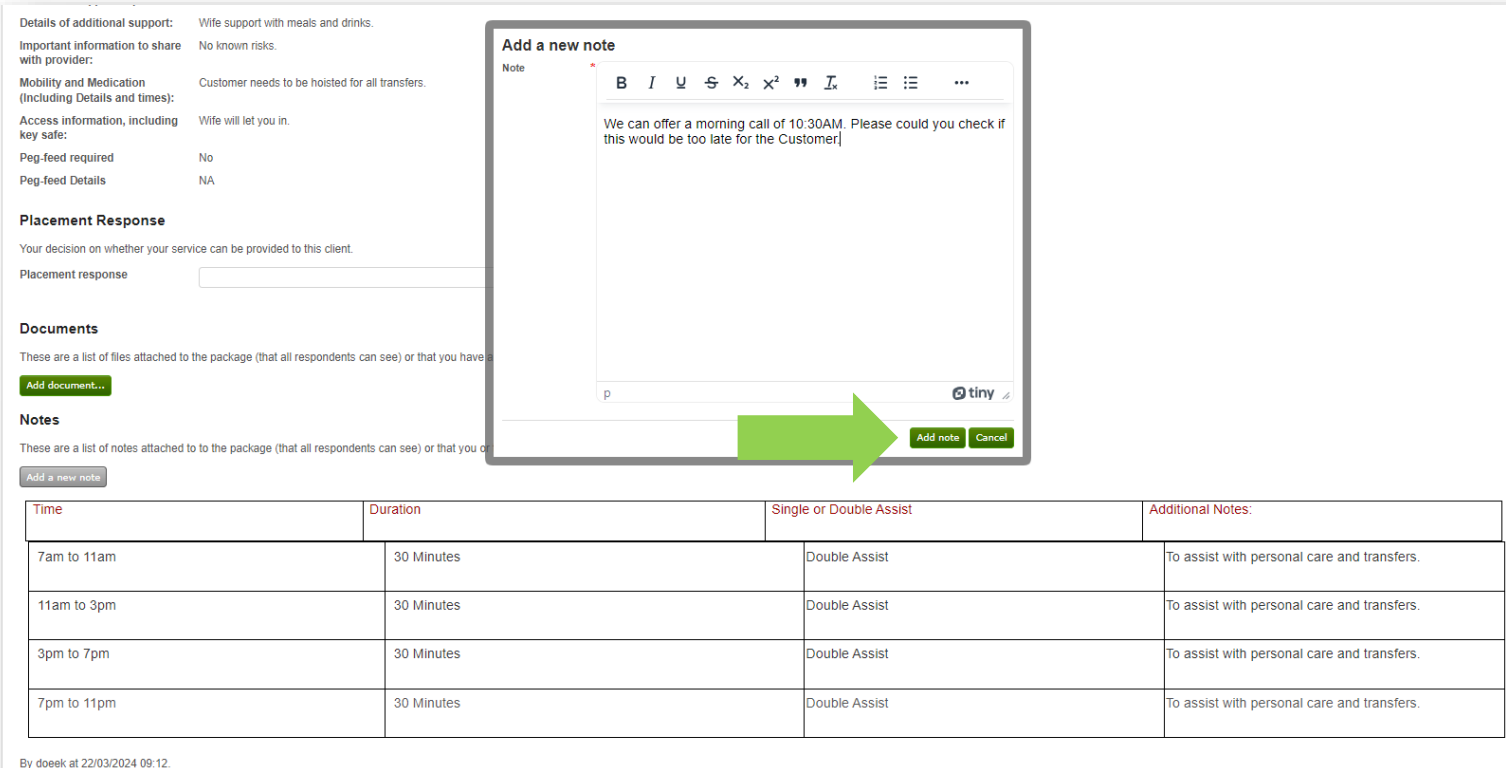
Add a new note

Time	Duration	Single or Double Assist	Additional Notes:
7am to 11am	30 Minutes	Double Assist	To assist with personal care and transfers.
11am to 3pm	30 Minutes	Double Assist	To assist with personal care and transfers.
3pm to 7pm	30 Minutes	Double Assist	To assist with personal care and transfers.
7pm to 11pm	30 Minutes	Double Assist	To assist with personal care and transfers.

By doeek at 22/03/2024 09:12.

We can offer a morning call of 10:30AM. Please could you check if this would be too late for the Customer.

By EleanorDoe at 22/03/2024 10:05.

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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6. Once the brokerage user has responded you should see this at the bottom of the page.

> We can offer a morning call of 10:30AM. Please could you check if this would be too late for the Customer.
>
> By E   at 22/03/2024 10:05.
>
> Discussed with social worker who spoke to customers NOK. They have agreed to the times suggested.
>
> By d   at 22/03/2024 11:56.
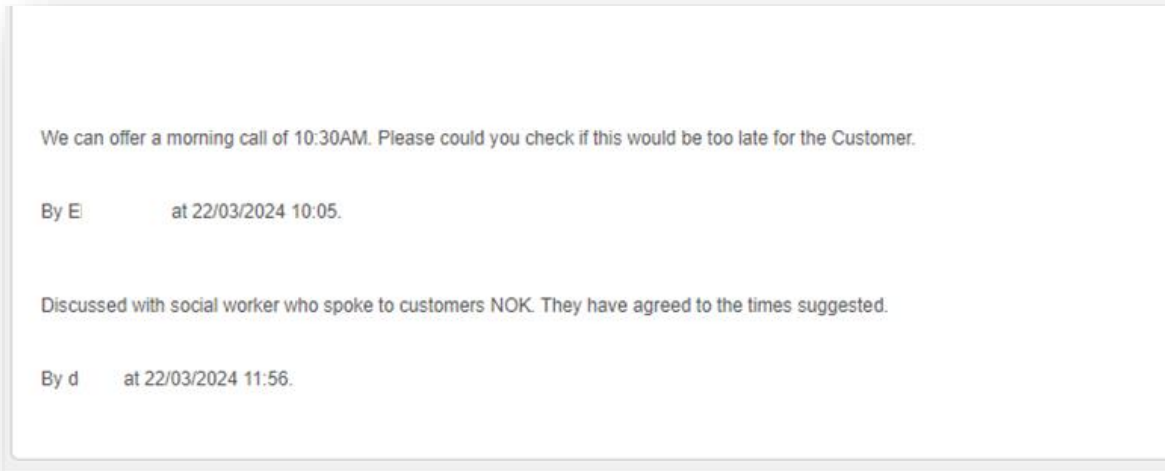
7. This process can be repeated until you have received the information you require, or your question(s) has been answered. From this point you can then follow the steps to make an offer on the packages.

The notes section should be used for:
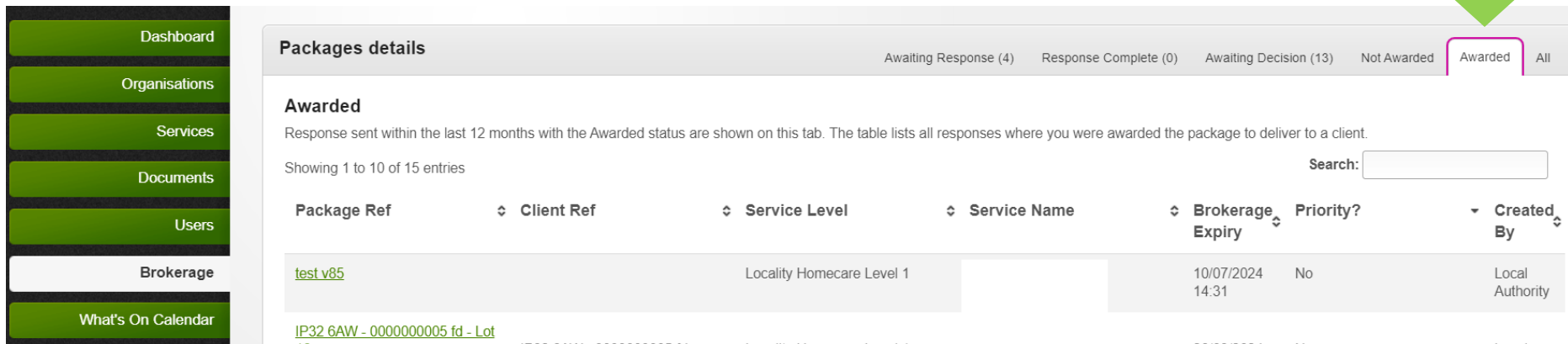
- Confirming that you can meet the gender and time specifications.
- Asking questions about any queries you may have.
- Asking for more information
- Proposing times you can meet.
- Proposing requirements you can partially meet.

For any queries, please contact Placement & Brokerage by phone or email. Please avoid adding a new note after the initial offer placed.

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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6. Downloading Care & Support Plan

1. Once you have received an email notification on offer acceptance and package awarded to your service, you can log back in to your account.

2. After selecting the Brokerage on the left, you can view the Package details. You can view the awarded packages by clicking the Awarded tab to the right.

	Dashboard
	Organisations
	Services
	Documents
	Users
	Brokerage
	What's On Calendar

Packages details

Awaiting Response (4)   Response Complete (0)   Awaiting Decision (13)   Not Awarded   Awarded   All

Awarded

Response sent within the last 12 months with the Awarded status are shown on this tab. The table lists all responses where you were awarded the package to deliver to a client.

Showing 1 to 10 of 15 entries

Search:

Package Ref	Client Ref	Service Level	Service Name	Brokerage Expiry	Priority?	Created By
test v85		Locality Homecare Level 1		10/07/2024 14:31	No	Local Authority
IP32 6AW - 0000000005 fd - Lot 16	IP32 6AW - 0000000005 fd	Locality Homecare Level 1		26/03/2024	No	Local

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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3. Now you may select the package you are awarded with.
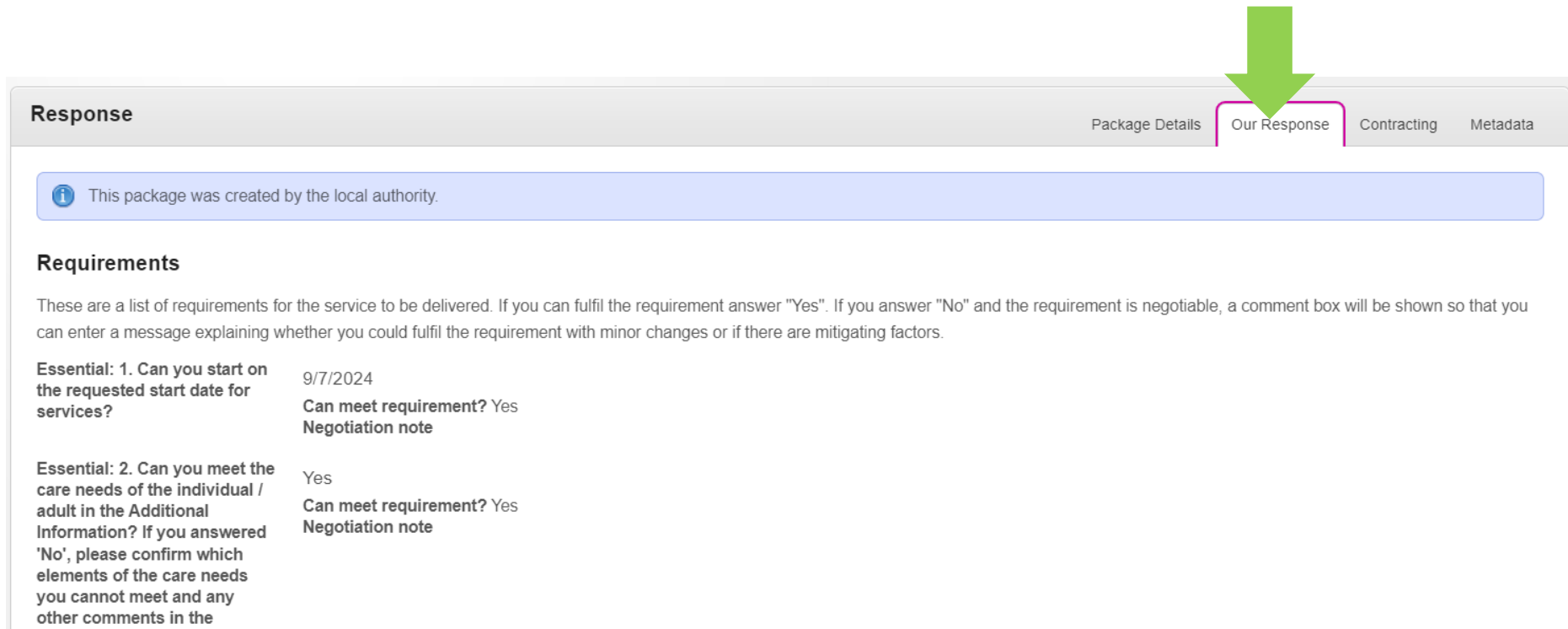
Once you are into the package, you will see the following screen.

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4. Select the "Our Response" tab.

Response

Package Details | Our Response | Contracting | Metadata

ℹ This package was created by the local authority.

Requirements

These are a list of requirements for the service to be delivered. If you can fulfil the requirement answer "Yes". If you answer "No" and the requirement is negotiable, a comment box will be shown so that you can enter a message explaining whether you could fulfil the requirement with minor changes or if there are mitigating factors.

Essential: 1. Can you start on the requested start date for services?

9/7/2024
Can meet requirement? Yes
Negotiation note

Essential: 2. Can you meet the care needs of the individual / adult in the Additional Information? If you answered 'No', please confirm which elements of the care needs you cannot meet and any other comments in the

Yes
Can meet requirement? Yes
Negotiation note

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

Suffolk MarketPlace

5. Scroll down to the bottom of this page.

Documents

These are a list of files att[...] to the package (that all respondents can see) or that you have added to this response (that only you and the Local Authority can see).

Package Documents

• Dummy Care Plan **Download**

6. Once the Care Package is available to download you will see a file under Package documents. You can download the care plan by clicking the "Download" button. Please allow time for Placement & Brokerage colleagues to upload the file.

Please contact MarketPlace Admin if the care plan is not available after one hour of the package awarded to your service.

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk

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7. Additional Support

Should you encounter any issues or concerns with MarketPlace system, please feel free to contact us at :

marketplaceadmin@suffolk.gov.uk

Should you encounter any issues or would like to raise any concern please contact us at marketplaceadmin@suffolk.gov.uk