

**Suffolk Marketplace  
Provider Guidance for e-Brokerage**

**May 2026**

Version number            1.4  
 Effective Date  
 Review Date                May 2026

<u>Version Number</u>	<u>Authors</u>	<u>Manager</u>	<u>Changes</u>
1.0	HF, ED, WW	ED	N/A
1.1	HF, WW, JK, RM	ED	Included new section on <ul style="list-style-type: none"> <li>- MFA</li> <li>- adding notes to packages</li> <li>- managing packages by various filters and status</li> <li>- what to do when provider cannot find organization at registration</li> <li>- downloading care plan</li> <li>- important notice for providers with two or more services within the</li> </ul>

<u>Version Number</u>	<u>Authors</u>	<u>Manager</u>	<u>Changes</u>
			SCC Removed: - CareFinder procedure - Managing your account Updated: Image resolution
1.2	ED, WW	ED	Edit to Section 5
1.3	ED, WW	ED	Edit to Section 7
1.4	WW		Update made to reflect change to presentation of package.

## Suffolk MarketPlace – E-Brokerage

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

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Should you encounter any issues or concerns with MarketPlace system, including but not limited to any change of personnel, roles to access the platform, change of access emails, please feel free to contact us at [asccaremarkethub@suffolk.gov.uk](mailto:asccaremarkethub@suffolk.gov.uk)

## 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>

## 2. Click Log in / Register



**Suffolk MarketPlace** 

Home [Help and guidance](#) [Log in / Register](#) [View my shortlist](#)

Welcome to the Suffolk Marketplace Care Directory, this is where you will find information about adult social care services in Suffolk. Provided by Suffolk County Council, this website contains a directory of services for adults looking for care. Individual services are advertised by their provider. This directory will support your journey if you are looking to organise your own care and support.

Keywords:  Distance (miles):  Location:  [Search](#)

**Support at Home** **Care Homes** **Housing with Care**

**Suffolk infoLink**  
your community directory  
[www.suffolk.gov.uk/infoLink](http://www.suffolk.gov.uk/infoLink)  
Infolink - Directory of Community based services and activities

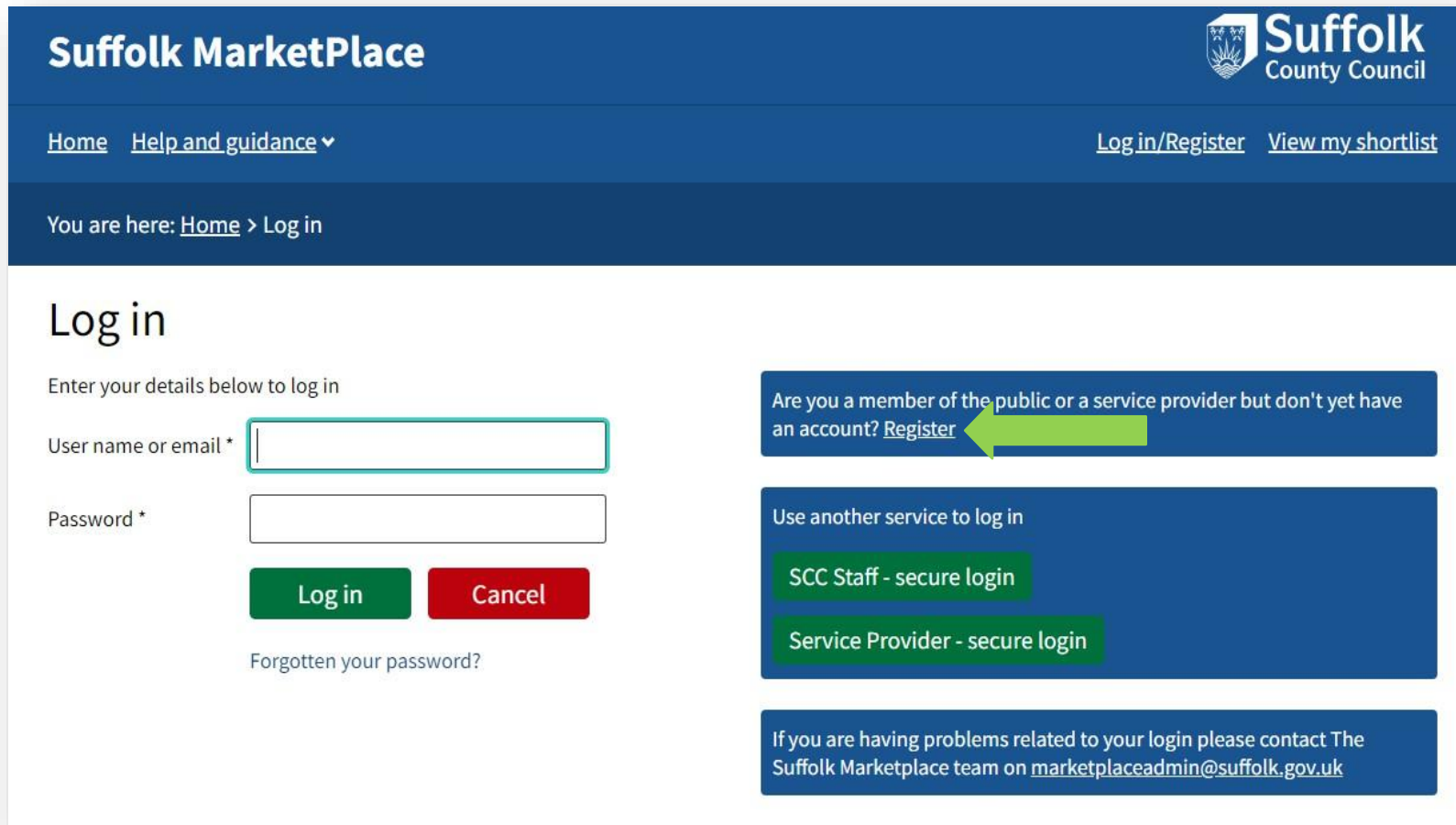
**Suffolk County Council**  
Suffolk County Council - Care and Support for Adults


**Care Quality Commission**  
Care Quality Commission

**SOCIAL CARE** Show social care a little love

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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

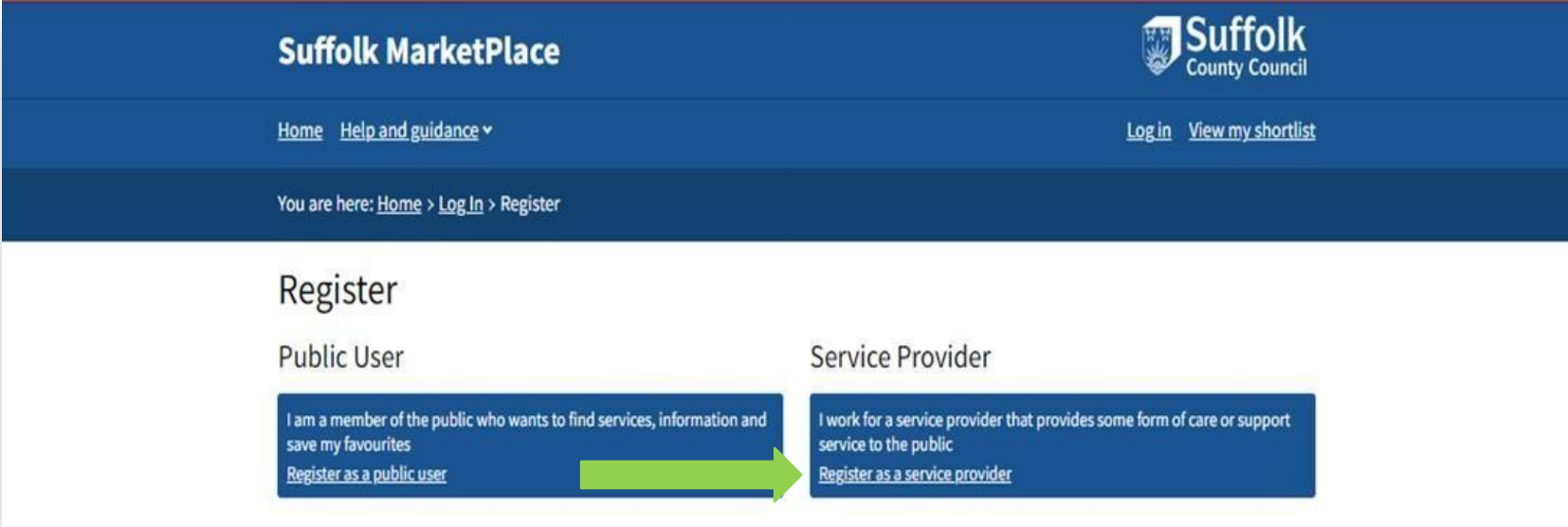
[SCC Staff - secure login](#)


[Service Provider - secure login](#)

If you are having problems related to your login please contact The Suffolk Marketplace team on [marketplaceadmin@suffolk.gov.uk](mailto:marketplaceadmin@suffolk.gov.uk)

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4. Click on Register as a Service Provider



**Suffolk MarketPlace** 

[Home](#) [Help and guidance](#) [Log in](#) [View my shortlist](#)

You are here: [Home](#) > [Log In](#) > Register

## Register

**Public User**

I am a member of the public who wants to find services, information and save my favourites

[Register as a public user](#)

**Service Provider**

I work for a service provider that provides some form of care or support service to the public

[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:


Employer Details

Enter part of your employer's name in the box and press the Find button.

Search by organisation name

Role

Notes



Click "Find"

Employer Details


Enter part of your employer's name in the box and press the Find button.

Search by organisation name

Organisation

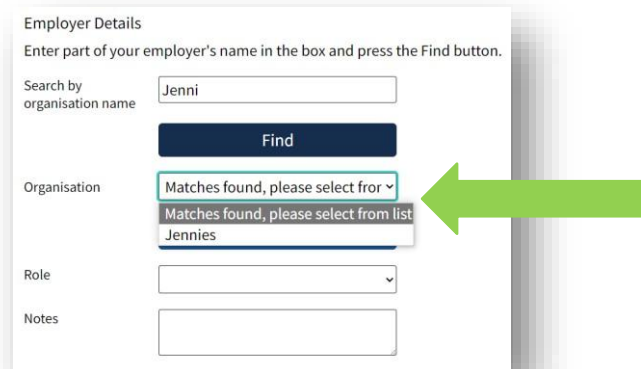
Role

Notes



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You can choose your organization from the list.



Employer Details  
Enter part of your employer's name in the box and press the Find button.

Search by organisation name

Organisation

Role

Notes

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.



Employer Details  
Enter part of your employer's name in the box and press the Find button.

Search by organisation name

Organisation

Role

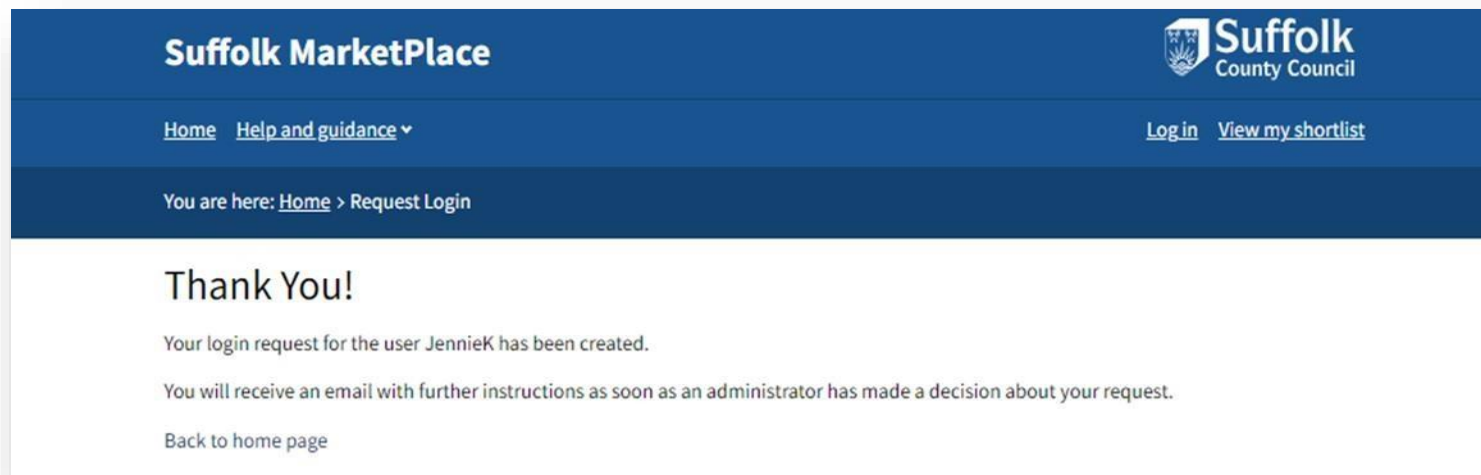
Notes


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

A blue rectangular button with rounded corners and a white border, containing the text "Request login" in white.

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

A screenshot of the Suffolk MarketPlace website showing a confirmation message. The page has a blue header with the logo and navigation links. The main content area is white and contains a "Thank You!" message, a confirmation of the login request for user JennieK, a note about receiving an email, and a link to the home page.

**Suffolk MarketPlace**  **Suffolk**  
County Council

[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](#)

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

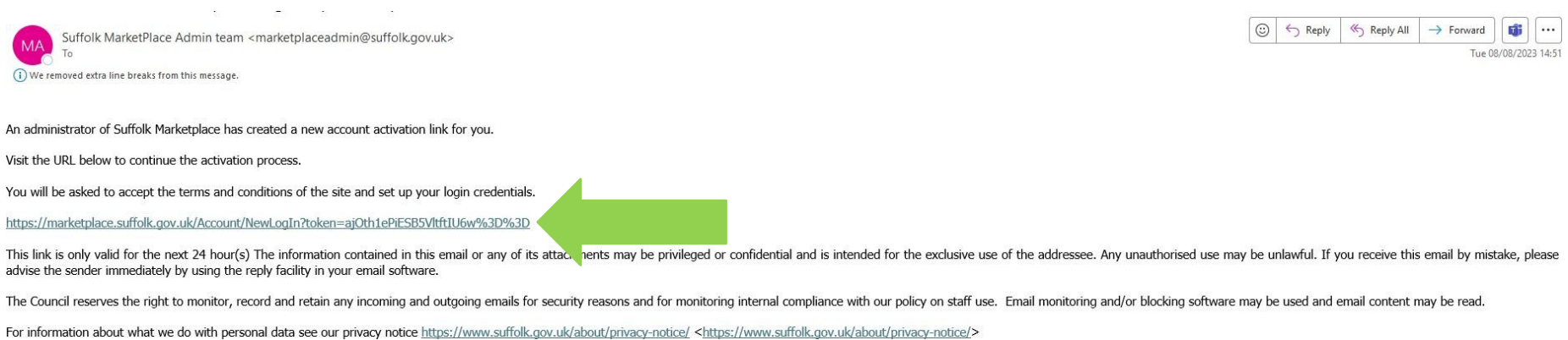
Once the login request is approved from the admin side of MarketPlace, you will receive another auto-generated email to notify your account has been approved.

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

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## 1.2 Setting up password and secret word

8. Access the email inbox that you registered the account with
9. Access the login email
10. Click the link on the email



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

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=ajOth1ePIFSB5VtftIU6w%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/>>

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

You are here: Home > New Login

## New Login

User Details

User Name: Jennies

Email: JenK13test@gmail.com

Password

New passwords must follow all of these rules:

- Have 8 or more characters
- Have a mixture of lower case and upper case letters
- Have 1 or more numbers
- Have 1 or more symbols, e.g. # or %
- Not be a password you've used recently

New Password \*

Confirm New Password \*

Secret Word

New secret words must follow all of these rules:

- Have 8 or more characters

Secret Word

Confirm Secret Word

Terms and Conditions

**Terms and Conditions of Use**

By registering with the Suffolk Marketplace, you agree to our terms and conditions (Terms) outlined below. Please read these as they not only outline your rights and responsibilities, but also offer support on how to create and submit your entry on to the Directory.

If we discover that you have breached the terms, we do reserve the right to suspend or terminate your account. This can be carried out immediately and without notice.

**\*\*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

### Log in

Enter your details below to log in

User name or email \*

Password \*

[Forgotten your password?](#)

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

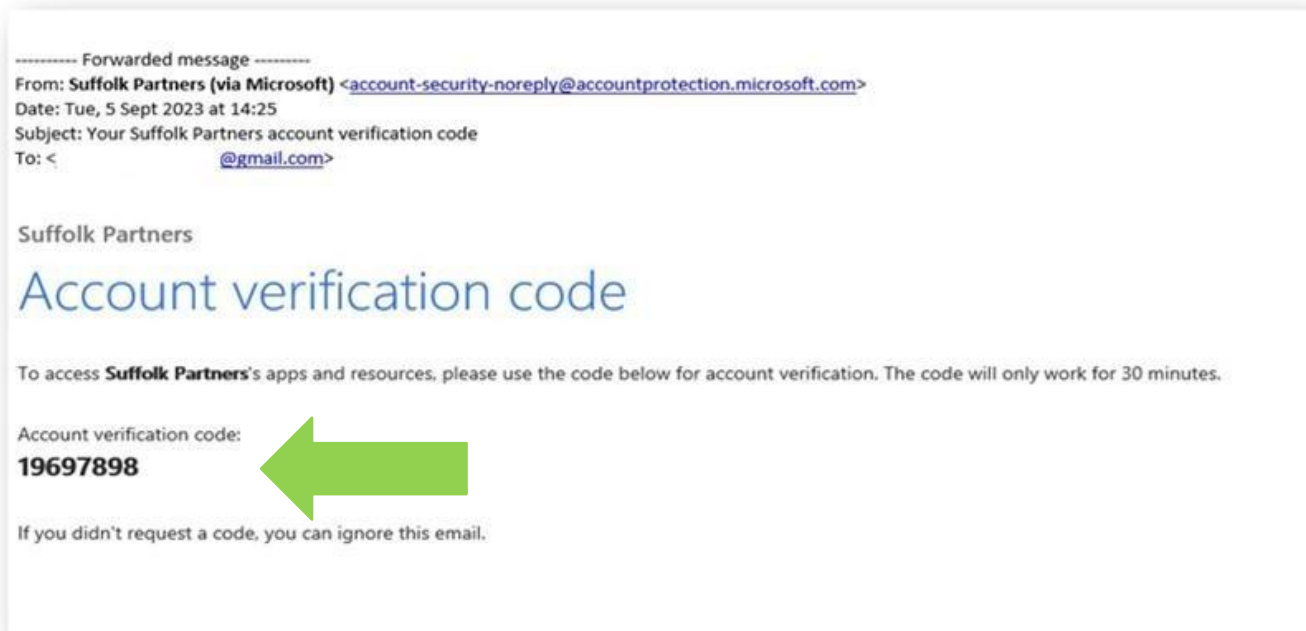
Use another service to log in

If you are having problems related to your login please contact The Suffolk Marketplace team on [marketplaceadmin@suffolk.gov.uk](mailto:marketplaceadmin@suffolk.gov.uk)

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## 2.1. Google email address

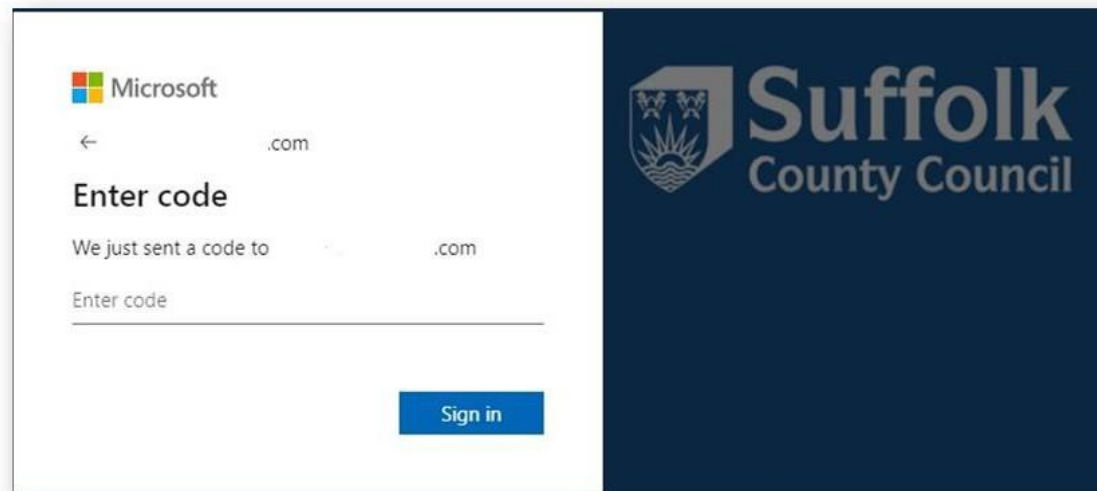
Should you have an email address that uses the domains gmail.com or googlemail.com you may find that when returning to the site you are expected to enter a security code. This will come in the form of an email. This two phase security guarantees that it is only the account owner who accesses the account.



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## 2.2. Microsoft Email address

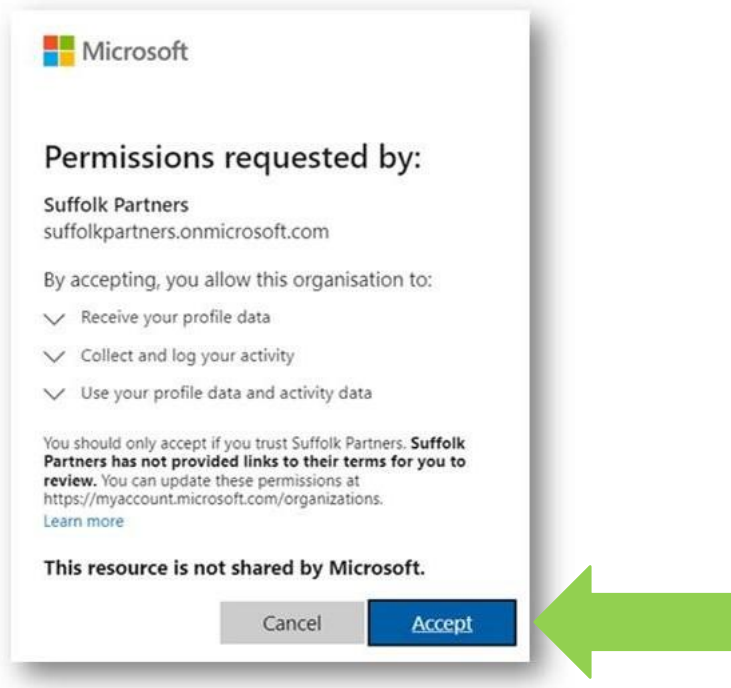
Should you have an email address that uses hotmail.com, hotmail.co.uk, live.com, live.co.uk, outlook.com, outlook.co.uk or if your organization's domain is part of a Microsoft account you would be able to sign in after supplying the access code automatically emailed to you.



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.

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You may receive this notice the first time you log in.




Please review and press Accept.

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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”.

Suffolk MarketPlace


**Suffolk**  
County Council

[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.

7th

8th

9th

←

←

Forgotten your secret word?

If you are having problems related to your login please contact The Suffolk Marketplace team on [marketplace@suffolk.gov.uk](mailto:marketplace@suffolk.gov.uk)

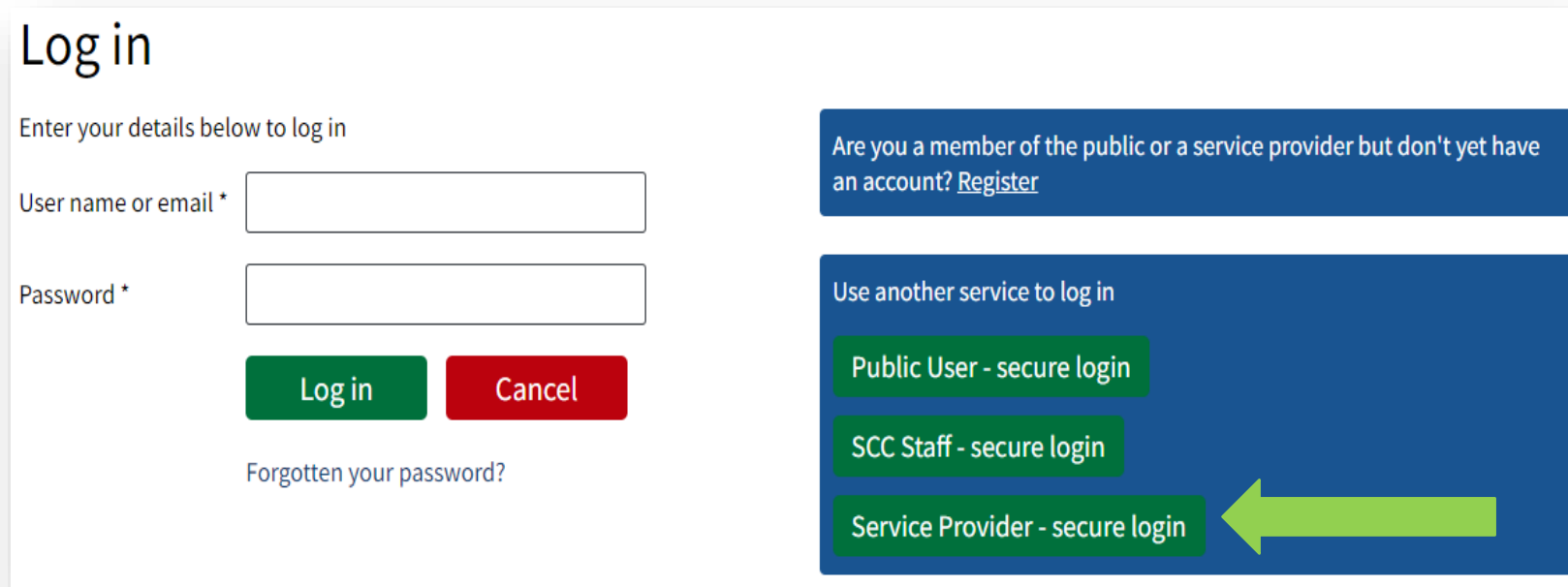
Press ‘Log in’

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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

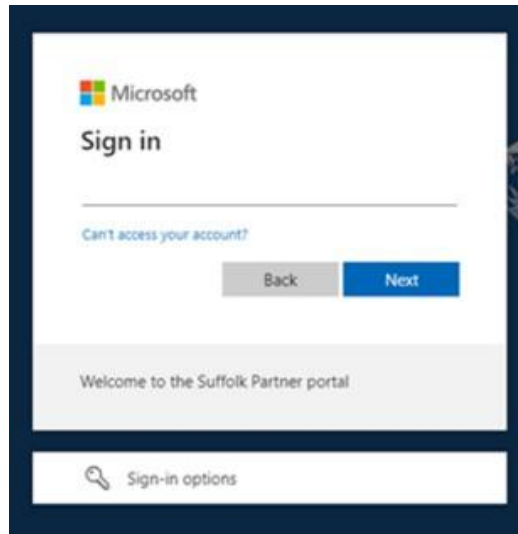
**Public User - secure login**

**SCC Staff - secure login**

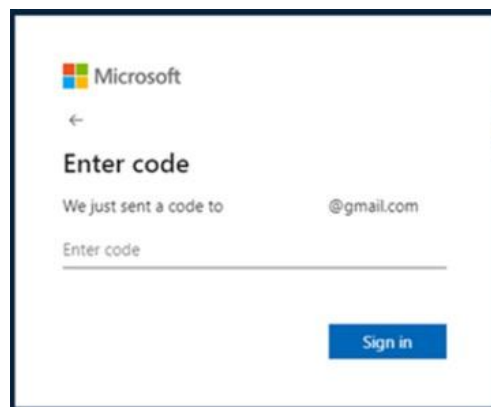
**Service Provider - secure login**

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- When you see the Microsoft Sign in window, enter the email account that you used to set up your account in Suffolk MarketPlace



- Depending on the type of email account, you may be instructed to enter a code which you will receive via email to that account.

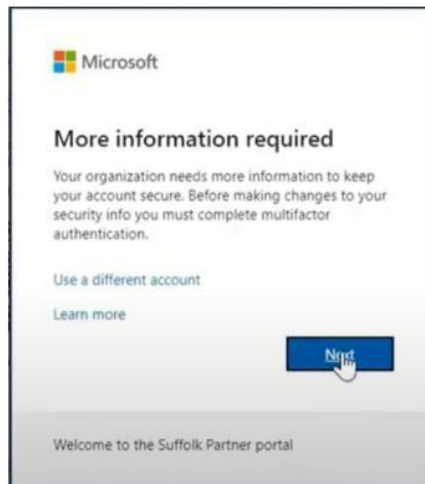


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4. You will then need to accept the terms and conditions



5. When you see the 'More information required' message, click 'Next'



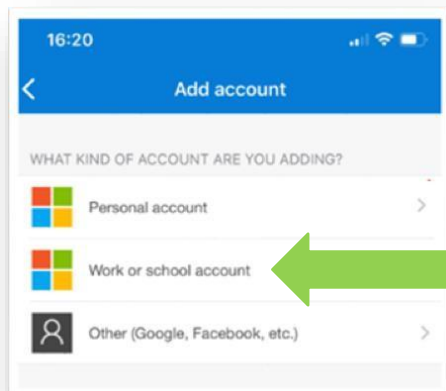
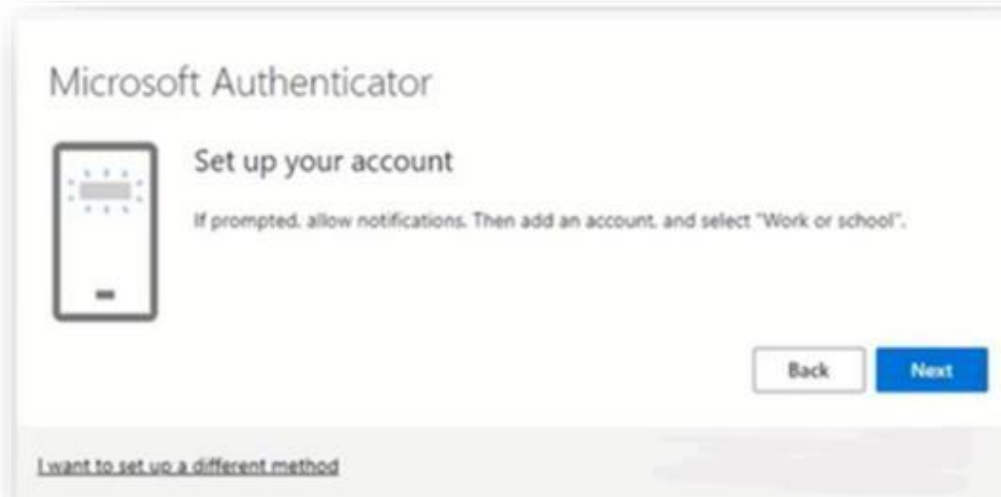
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6. You will then be instructed to download the Microsoft authenticator app on your smartphone. You will find this in your Appstore.



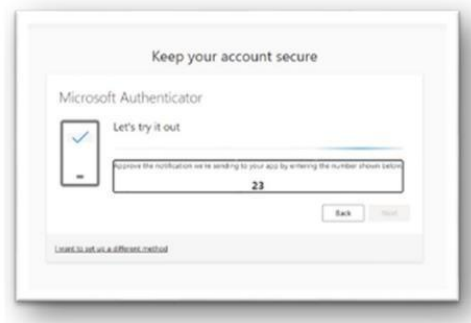
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7. Once downloaded, follow the onscreen instructions to set up your account. When asked, select 'work or school account'



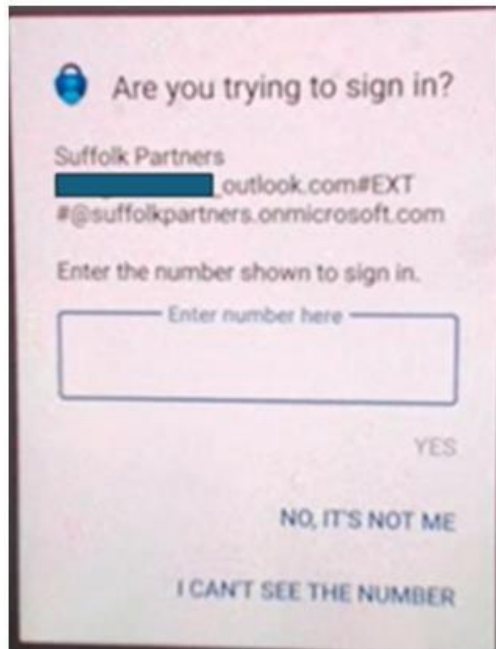
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8. Scan the QR code using the authenticator app on your phone, you will then be asked to enter a number from your screen into the Authenticator app



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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



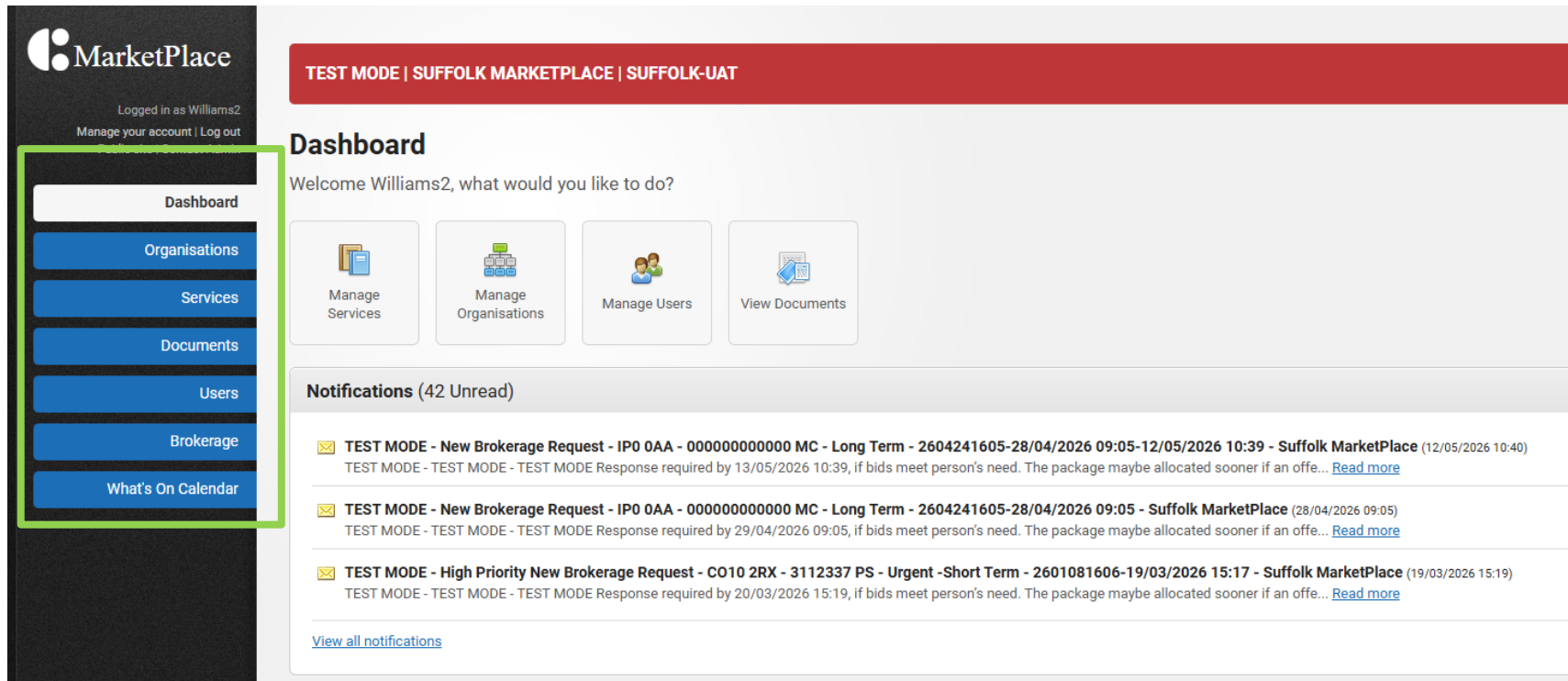
If there are any concerns or issues in setting up the MFA, please refer to **Section 7 Additional Support**.

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### 3. Managing Brokerage packages

#### 3.1 Accessing Brokerage tab

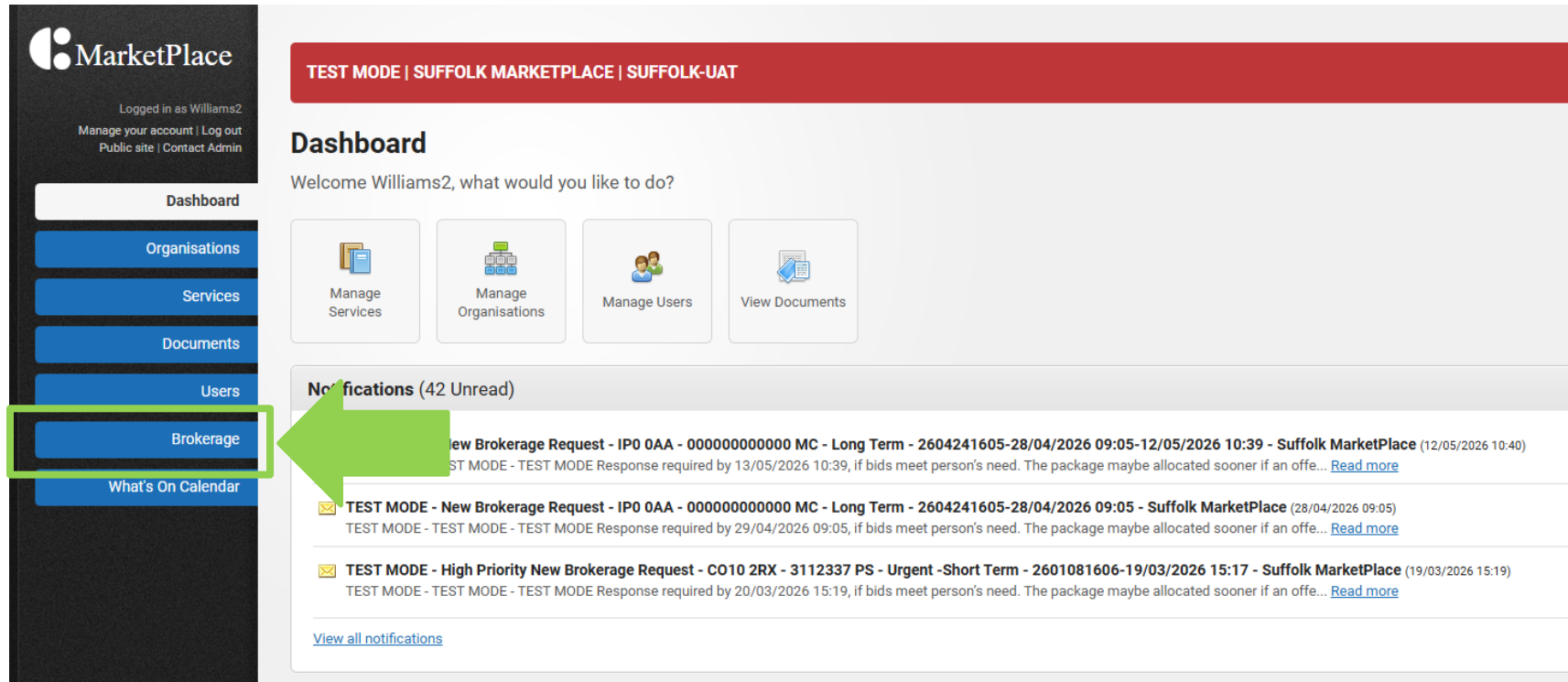
1. Brokerage tab can be found on the left side of the dashboard.



The screenshot shows the Suffolk MarketPlace dashboard interface. On the left is a dark sidebar with a menu. The 'Brokerage' option is highlighted with a green box. The main content area has a red header bar with the text 'TEST MODE | SUFFOLK MARKETPLACE | SUFFOLK-UAT'. Below this is a 'Dashboard' section with a welcome message and four action cards: 'Manage Services', 'Manage Organisations', 'Manage Users', and 'View Documents'. A 'Notifications' section follows, showing three unread notifications about new brokerage requests in test mode, each with a 'Read more' link.

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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:

<u>Tab</u>	<u>Description</u>
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.

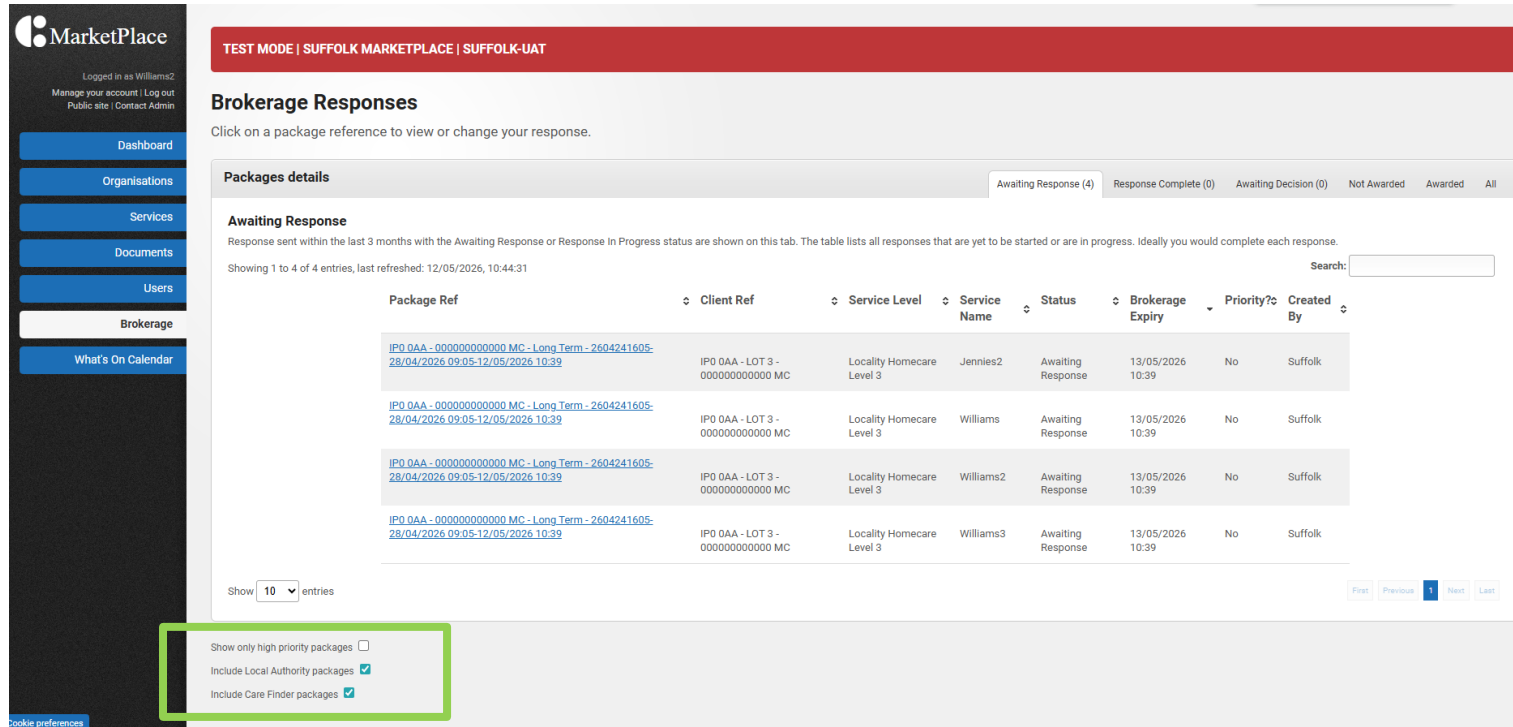
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<u>Tab</u>	<u>Description</u>
Not Awarded	A package that was not awarded when an offer of care was made by the provider.
Awarded	A package that has been awarded to the provider by the Placement Team/brokerage user.
All	Lists all packages processed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

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## 3.2 Managing Package Filters

### 3.2.1 Display High Priority packages



MarketPlace  
Logged in as Williams2  
Manage your account | Log out  
Public site | Contact Admin

Dashboard  
Organisations  
Services  
Documents  
Users  
Brokerage  
What's On Calendar

TEST MODE | SUFFOLK MARKETPLACE | SUFFOLK-UAT

### Brokerage Responses

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

Packages details  
Awaiting Response (4) Response Complete (0) Awaiting Decision (0) Not Awarded Awarded All

#### Awaiting Response

Response sent within the last 3 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 4 of 4 entries, last refreshed: 12/05/2026, 10:44:31

Search:

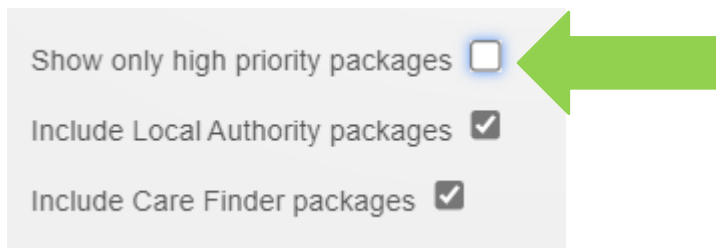
Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?	Created By
<a href="#">IP0 OAA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IP0 OAA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Jennies2	Awaiting Response	13/05/2026 10:39	No	Suffolk
<a href="#">IP0 OAA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IP0 OAA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Williams	Awaiting Response	13/05/2026 10:39	No	Suffolk
<a href="#">IP0 OAA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IP0 OAA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Williams2	Awaiting Response	13/05/2026 10:39	No	Suffolk
<a href="#">IP0 OAA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IP0 OAA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Williams3	Awaiting Response	13/05/2026 10:39	No	Suffolk

Show 10 entries

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

cookie preferences

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



Show only high priority packages

Include Local Authority packages

Include Care Finder packages

Should you encounter any issues or concerns with MarketPlace system, including but not limited to any change of personnel, roles to access the platform, change of access emails, please feel free to contact us at [asccaremarkethub@suffolk.gov.uk](mailto:asccaremarkethub@suffolk.gov.uk)

### 3.2.2 Display Local Authority packages

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

**MarketPlace**  
 Logged in as Williams2  
 Manage your account | Log out  
 Public site | Contact Admin

Dashboard  
 Organisations  
 Services  
 Documents  
 Users  
 Brokerage  
 What's On Calendar

TEST MODE | SUFFOLK MARKETPLACE | SUFFOLK-UAT

### Brokerage Responses

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

**Packages details**      Awaiting Response (4)    Response Complete (0)    Awaiting Decision (0)    Not Awarded    Awarded    All

**Awaiting Response**  
 Response sent within the last 3 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 4 of 4 entries, last refreshed: 12/05/2026, 10:44:31

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?	Created By
<a href="#">IPO OAA - 000000000000 MC - Long Term - 2604241605-28/04/2026.09.05-12/05/2026.10.39</a>	IPO OAA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Jennies2	Awaiting Response	13/05/2026 10:39	No	Suffolk
<a href="#">IPO OAA - 000000000000 MC - Long Term - 2604241605-28/04/2026.09.05-12/05/2026.10.39</a>	IPO OAA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Williams	Awaiting Response	13/05/2026 10:39	No	Suffolk
<a href="#">IPO OAA - 000000000000 MC - Long Term - 2604241605-28/04/2026.09.05-12/05/2026.10.39</a>	IPO OAA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Williams2	Awaiting Response	13/05/2026 10:39	No	Suffolk
<a href="#">IPO OAA - 000000000000 MC - Long Term - 2604241605-28/04/2026.09.05-12/05/2026.10.39</a>	IPO OAA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Williams3	Awaiting Response	13/05/2026 10:39	No	Suffolk

Show 10 entries

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

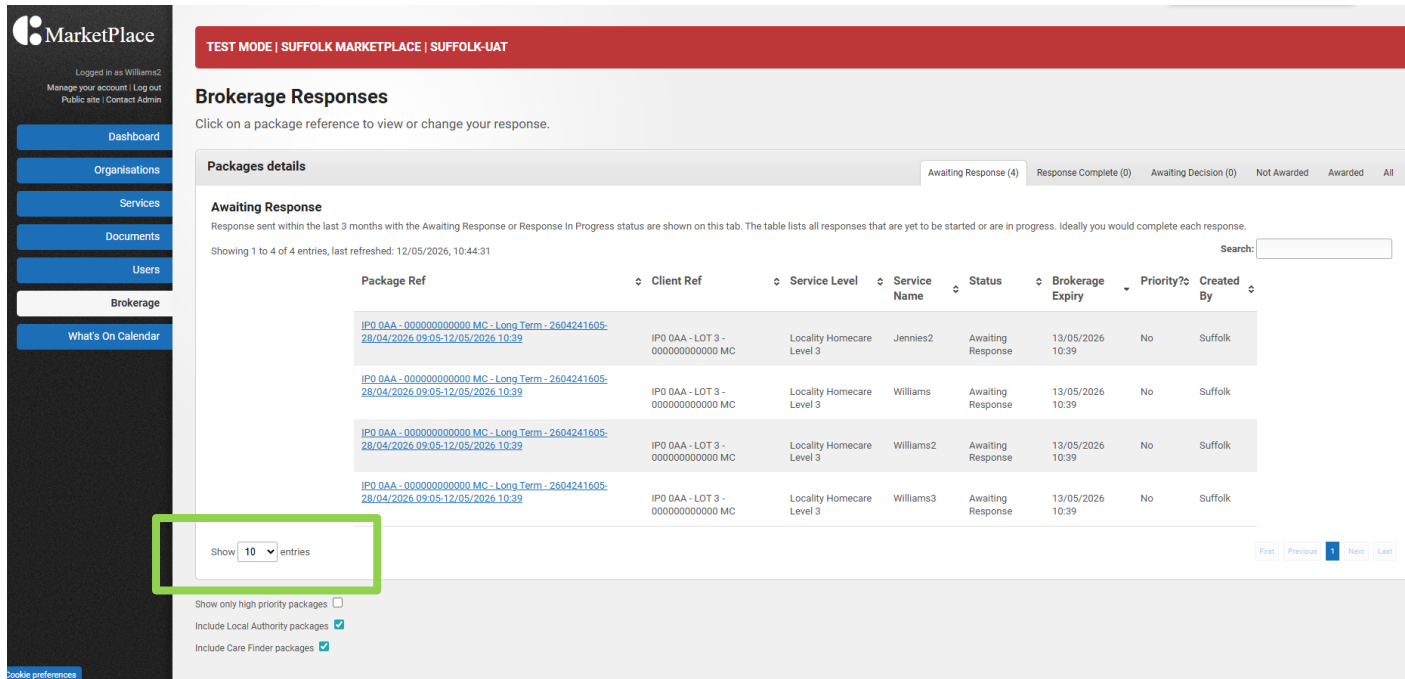
Show only high priority packages  
 Include Local Authority packages  
 Include Care Finder packages

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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.



MarketPlace  
Logged in as Williams2  
Manage your account | Log out  
Public site | Contact Admin

Dashboard  
Organisations  
Services  
Documents  
Users  
Brokerage  
What's On Calendar

TEST MODE | SUFFOLK MARKETPLACE | SUFFOLK-UAT

#### Brokerage Responses

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

Packages details  
Awaiting Response (4) | Response Complete (0) | Awaiting Decision (0) | Not Awarded | Awarded | All

#### Awaiting Response

Response sent within the last 3 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 4 of 4 entries, last refreshed: 12/05/2026, 10:44:31

Search:

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority	Created By
<a href="#">IP0 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IP0 0AA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Jennies2	Awaiting Response	13/05/2026 10:39	No	Suffolk
<a href="#">IP0 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IP0 0AA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Williams	Awaiting Response	13/05/2026 10:39	No	Suffolk
<a href="#">IP0 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IP0 0AA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Williams2	Awaiting Response	13/05/2026 10:39	No	Suffolk
<a href="#">IP0 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IP0 0AA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Williams3	Awaiting Response	13/05/2026 10:39	No	Suffolk

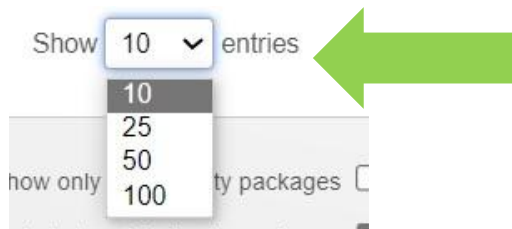
Show 10 entries

Show only high priority packages

Include Local Authority packages

Include Care Finder packages

cookie preferences



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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  entries

Show only responses with status

Show only high priority packages

Include Local Authority packages

Include Care Finder packages

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

<u>Response Status</u>	<u>Description</u>
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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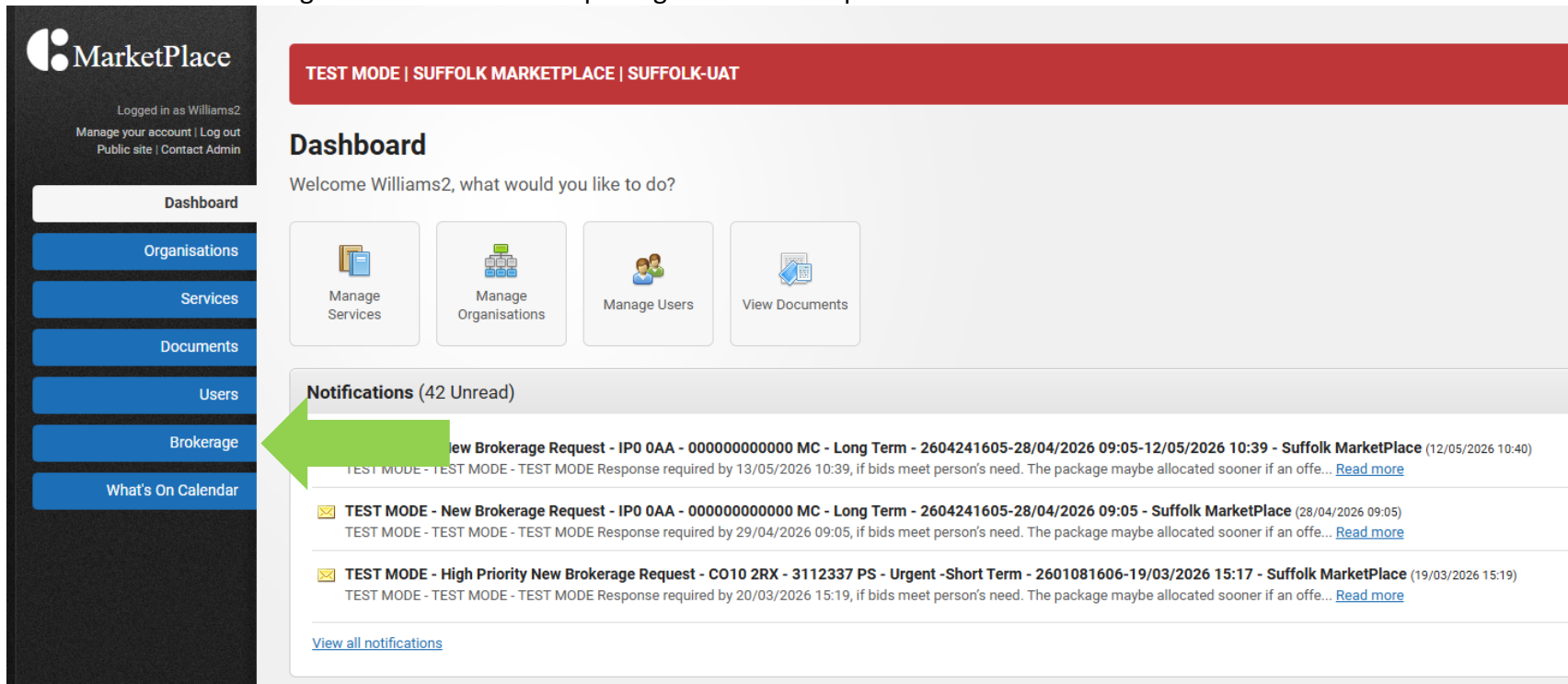
<u>Response Status</u>	<u>Description</u>
Declined	A package that has been declined by the provider themselves.
Expired Without Response	A package that has gone past the response deadline set and not been responded to by the provider.
Not Awarded	A package that was not awarded when an offer of care was 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.

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## 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.



The screenshot shows the Suffolk MarketPlace dashboard interface. On the left is a dark sidebar with the MarketPlace logo and user information (Logged in as Williams2). Below the user info are navigation buttons: Dashboard, Organisations, Services, Documents, Users, Brokerage, and What's On Calendar. The Brokerage button is highlighted with a green arrow. The main content area has a red header bar with the text "TEST MODE | SUFFOLK MARKETPLACE | SUFFOLK-UAT". Below this is the "Dashboard" section with a welcome message and four action cards: Manage Services, Manage Organisations, Manage Users, and View Documents. A "Notifications (42 Unread)" section is visible below, with a green arrow pointing to the "New Brokerage Request" notification. The notification text includes: "New Brokerage Request - IP0 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39 - Suffolk MarketPlace (12/05/2026 10:40)".

Should you encounter any issues or concerns with MarketPlace system, including but not limited to any change of personnel, roles to access the platform, change of access emails, please feel free to contact us at [asccaremarkethub@suffolk.gov.uk](mailto:asccaremarkethub@suffolk.gov.uk)

2. Click on a package to open it.

Logged in as Williams2  
Manage your account | Log out  
Public site | Contact Admin

Dashboard

Organisations

Services

Documents

Users

Brokerage

What's On Calendar

TEST MODE | SUFFOLK MARKETPLACE | SUFFOLK-UAT

### Brokerage Responses

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

**Packages details** Awaiting Response (4)   Response Complete (0)   Awaiting Decision (0)   Not Awarded   Awarded   All

**Awaiting Response**  
Response sent within the last 3 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 4 of 4 entries, last refreshed: 12/05/2026, 10:50:18 Search:

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?	Created By
<a href="#">IPO 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IPO 0AA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Jennies2	Awaiting Response	13/05/2026 10:39	No	Suffolk
<a href="#">IPO 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IPO 0AA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Williams	Awaiting Response	13/05/2026 10:39	No	Suffolk
<a href="#">IPO 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IPO 0AA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Williams2	Awaiting Response	13/05/2026 10:39	No	Suffolk
<a href="#">IPO 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IPO 0AA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Williams3	Awaiting Response	13/05/2026 10:39	No	Suffolk

Show  entries First Previous 1 Next Last

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

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**\*\*\* 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
<a href="#">IPO 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IPO 0AA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Jennies2	Awaiting Response	13/05/2026 10:39	No	Suffolk
<a href="#">IPO 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IPO 0AA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Williams	Awaiting Response	13/05/2026 10:39	No	Suffolk
<a href="#">IPO 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IPO 0AA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Williams2	Awaiting Response	13/05/2026 10:39	No	Suffolk
<a href="#">IPO 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IPO 0AA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Williams3	Awaiting Response	13/05/2026 10:39	No	Suffolk

Show  entries First Previous 1 Next Last

Should you encounter any issues or concerns with MarketPlace system, including but not limited to any change of personnel, roles to access the platform, change of access emails, please feel free to contact us at [asccaremarkethub@suffolk.gov.uk](mailto:asccaremarkethub@suffolk.gov.uk)

3. Once the package is open you can see all the information of the package.

[Back to list](#)

## Response

Package Details

Our Response

Metadata

<b>Local authority</b>	Suffolk
<b>Package reference</b>	IP0 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39
<b>Client reference</b>	IP0 0AA - LOT 3 - 000000000000 MC
<b>Service level</b>	Locality Homecare Level 3
<b>Expected start date</b>	01/05/2026
<b>Units required</b>	15.00
<b>Frequency</b>	
<b>Location</b>	IP0 0AA
<b>Responses required by</b>	13/05/2026 10:39

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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.

[Back to list](#)



**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.

<p><b>Essential: 1. Can you start on the requested start date for services?</b></p>	<p>01-May-2026</p>	<p>Can meet requirement?</p>	<input type="text" value="v"/>	
<p><b>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 Negotiation Notes.</b></p>	<p>Yes</p>	<p>Can meet requirement?</p>	<input type="text" value="v"/> <input type="text" value="Yes"/> <input type="text" value="No"/>	

(Continue to next page)

### Additional Information

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

Speaking Language	N/A
Gender	Female
Requested start date for services	01-May-2026
Requested start time for services	7am to 11 am
Request Type	New Homecare (no current homecare service)
Request Sub Type	Long Term Support
Total weekly hours requested	15.00
Assessed need indicates that Time specific support required?	No
Is there a time critical need for medication?	No
Other reasons Details and times:	N/A
Assessed need indicates that Gender specific support required?	No
Rationale for gender specific support:	N/A
Important information to share with provider:	Customer has dementia and is experiencing paranoia and possible delirium, they have made allegations of assault, therefore two carers need to carry out all support together to safeguard their practice. Limited parking at the property.
Peg-feed required:	Peg-feed required: No

(Continue to next page)

## Placement Response

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

Placement response \*

Save your changes

Save and Mark Response Complete

## 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...

(Continue to next page)

## 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](#)

By wongtest at 12/05/2026 10:39.

<b>Urgency:</b>	Planned (Service needed from or on specific date(s))
-----------------	--

### Individuals' details:

<b>NHS Number</b>	000000000000	<b>Gender:</b>	Female
<b>Age</b>	77 years	<b>Postcode</b>	IPO 0AA
<b>Speaking Language:</b>			

### Request details:

Information provided here will be shared with potential providers

<b>Requested start date for services</b>	01-May-2026
<b>Requested start time for services</b>	7am to 11am
<b>Request Type</b>	New Homecare (no current homecare service)
<b>Request Sub Type</b>	Long Term Support
<b>Details if other:</b>	
<b>Total weekly hours requested</b> 1/2 hour = 0.5 1/4 hour = 0.25 etc	15
<b>What are the intended goals for this support?:</b>	Customer requires two carers to support them with aspects of daily living to support her independence and wish to live in her own home.

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 concerns with MarketPlace system, including but not limited to any change of personnel, roles to access the platform, change of access emails, please feel free to contact us at [asccaremarkethub@suffolk.gov.uk](mailto:asccaremarkethub@suffolk.gov.uk)

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 \*

## PROVIDER TERMS AND CONDITIONS NOT SET

Accept provider brokerage package T&C? \*

6. You can either:

**Save your changes** for finalizing the response later;

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

**Response**
Package Details **Our Response** Metadata

↓
↓

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.

<p><b>Essential: 1. Can you start on the requested start date for services?</b></p>	<p>01-May-2026</p> <p>Can meet requirement? * <span style="border: 1px solid #ccc; padding: 2px;">No</span></p> <p>Negotiation note</p> <div style="border: 1px solid #add8e6; padding: 5px; min-height: 40px;"> <p>2/5/2026</p> </div>
<p><b>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 Negotiation Notes.</b></p>	<p>Yes</p> <p>Can meet requirement? * <span style="border: 1px solid #ccc; padding: 2px;">Yes</span></p>

Should you encounter any issues or concerns with MarketPlace system, including but not limited to any change of personnel, roles to access the platform, change of access emails, please feel free to contact us at [asccaremarkethub@suffolk.gov.uk](mailto:asccaremarkethub@suffolk.gov.uk)

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

## Brokerage Responses

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

✔ Response was saved and marked as complete successfully.



### Packages details

Awaiting Response (3) **Response Complete (1)** Awaiting Decision (0) Not Awarded Awarded All

#### Response Complete

Response sent within the last 3 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 reached 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, last refreshed: 12/05/2026, 10:57:57

Search:

Package Ref	Client Ref	Service Level	Service Name	Placement Response	Brokerage Expiry	Priority?	Created By
<a href="#">IPO 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IPO 0AA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Jennies2	Yes - we are able to provide this service	13/05/2026 10:39	No	Suffolk

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 concerns with MarketPlace system, including but not limited to any change of personnel, roles to access the platform, change of access emails, please feel free to contact us at [asccaremarkethub@suffolk.gov.uk](mailto:asccaremarkethub@suffolk.gov.uk)

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

1 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

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Unsuccessful email:

Suffolk Marketplace: Brokered Services Rejected - Test 1 - 20240726

Inbox x



**Suffolk Marketplace Admin team** <marketplaceadmin@suffolk.gov.uk>

3:03 PM (1 minute ago)



to ▾

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>

[v.uk/Admin/Account/Manage](https://marketplace.suffolk.gov.uk/Admin/Account/Manage)

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

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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
<a href="#">Test 1 - 20240726</a>		Locality Homecare Level 1	Jennies2	Awaiting Response	27/07/2024 14:45	No	Local Authority

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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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- 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 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).

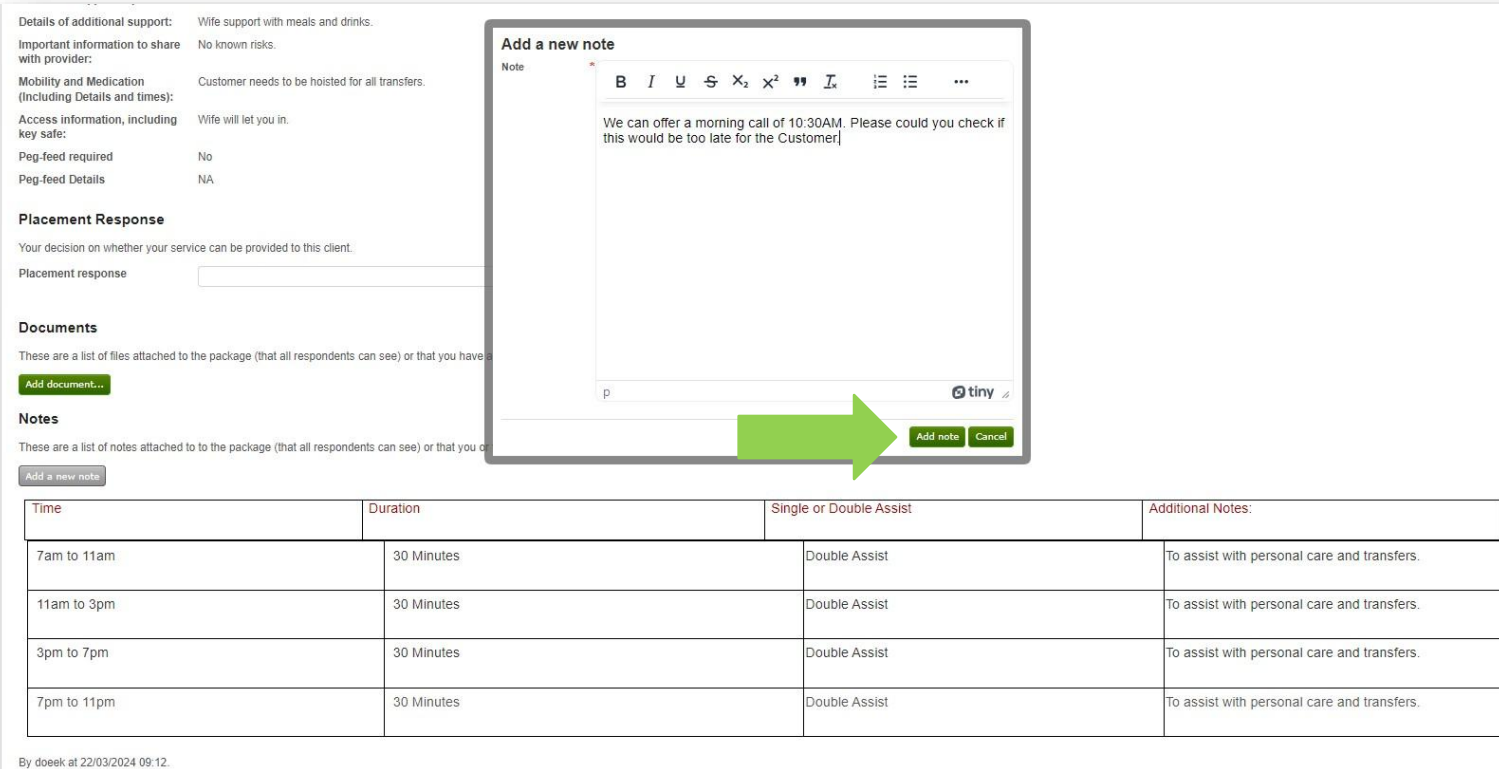
[Add a new note](#)

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.

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'.



Details of additional support: Wife support with meals and drinks.  
 Important information to share with provider: No known risks.  
 Mobility and Medication (Including Details and times): Customer needs to be hoisted for all transfers.  
 Access information, including key safe: Wife will let you in.  
 Peg-feed required: No  
 Peg-feed Details: NA

**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  
 Add document...

**Notes**  
 These are a list of notes attached to the package (that all respondents can see) or that you o  
 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 doek at 22/03/2024 09:12.

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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 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.

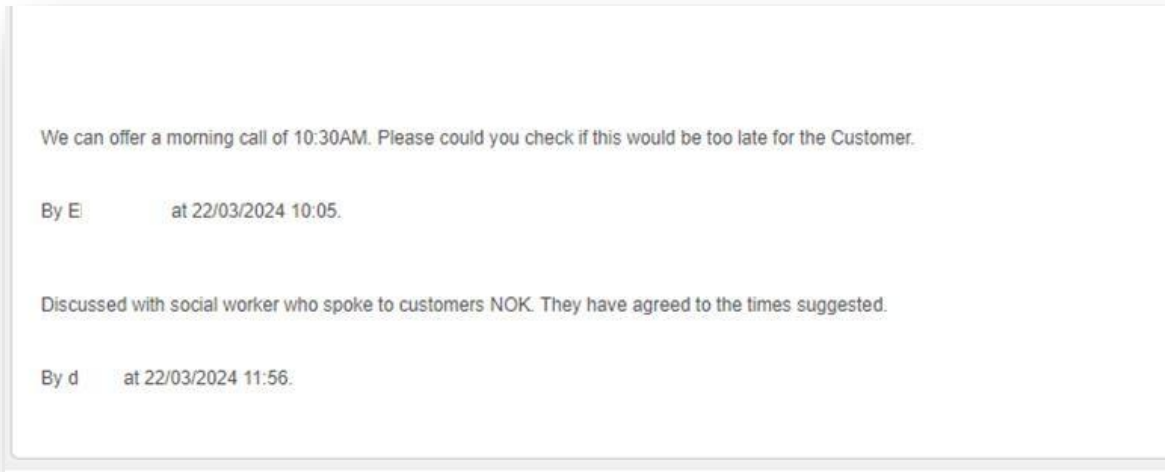
By doeeek at 22/03/2024 09:12.

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.

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



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.

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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.

### Brokerage Responses

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



**Packages details**

[Awaiting Response \(0\)](#)
[Response Complete \(0\)](#)
[Awaiting Decision \(0\)](#)
[Not Awarded](#)
[Awarded](#)
[All](#)

**Awarded**

Response sent within the last 3 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 1 of 1 entries, last refreshed: 12/05/2026, 10:59:17 Search:

Package Ref	Client Ref	Service Level	Service Name	Brokerage Expiry	Priority?	Created By
<a href="#">IP0 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	IP0 0AA - LOT 3 - 000000000000 MC	Locality Homecare Level 3	Jennies2	12/05/2026 10:59	No	Suffolk

Show  entries

[First](#)
[Previous](#)
[1](#)
[Next](#)
[Last](#)

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3. Now you may select the package you are awarded with.

**Brokerage Responses**

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

**Packages details** Awaiting Response (0) Response Complete (0) Awaiting Decision (0) Not Awarded Awarded All

**Awarded**  
Response sent within the last 3 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 1 of 1 entries, last refreshed: 12/05/2026, 10:59:17 Search:

Package Ref	Client Ref	Service Level	Service Name	Brokerage Expiry	Priority	Created By
<a href="#">IP0 0AA - 000000000000 MC - Long Term - 2604241605-28/04/2026 09:05-12/05/2026 10:39</a>	-000000000000 MC	Locality Homecare Level 3	Jennies2	12/05/2026 10:59	No	Suffolk

Show  entries First Previous **1** Next Last

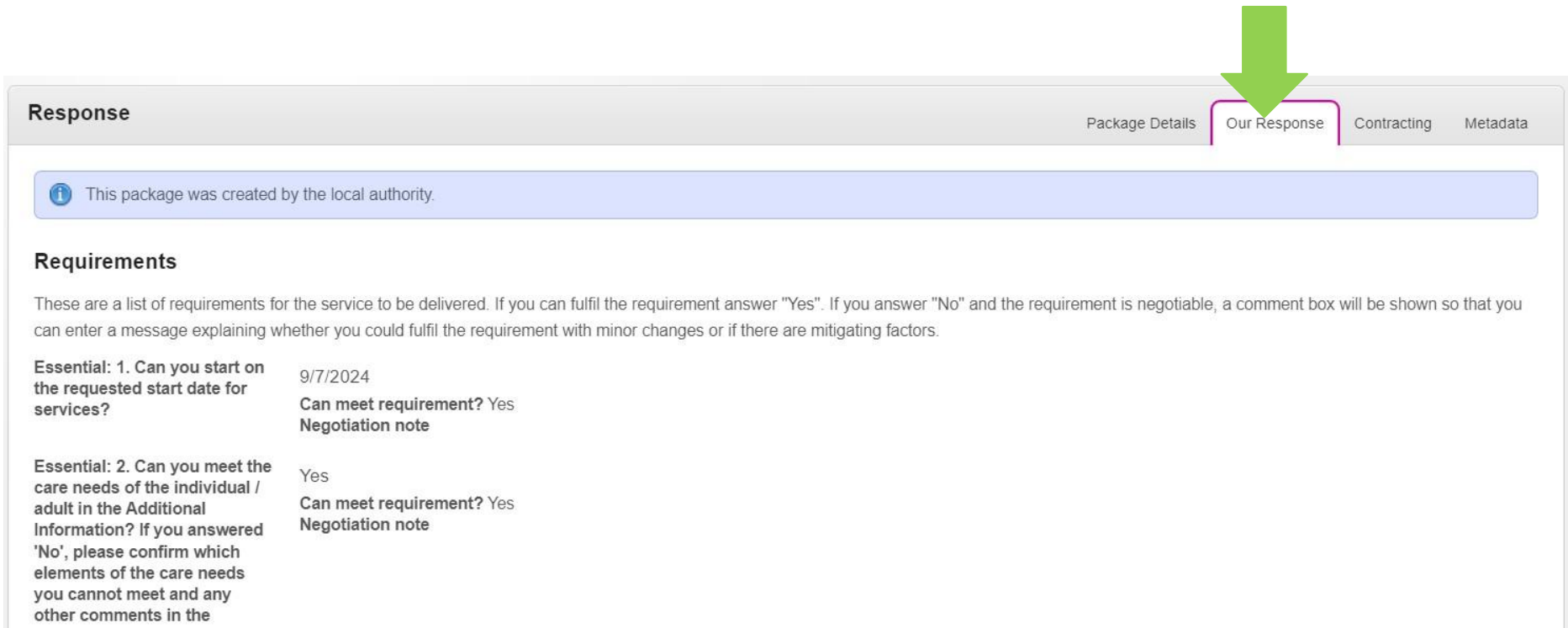
Once you are into the package, you will see the following screen.

**Response** Package Details Our Response Contracting Metadata

Local authority	Suffolk County Council
Package reference	test v85
Service level	Locality Homecare Level 1
Expected start date	09/07/2024
Hour required	3.50
Frequency	Weekly
Location	IP33 3YU

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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.

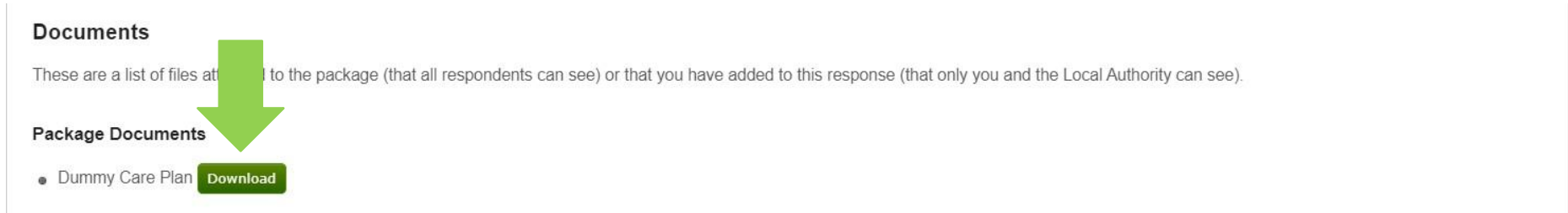
### Requirements

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.

<b>Essential: 1. Can you start on the requested start date for services?</b>	9/7/2024 <b>Can meet requirement?</b> Yes <b>Negotiation note</b>
<b>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</b>	Yes <b>Can meet requirement?</b> Yes <b>Negotiation note</b>

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5. Scroll down to the bottom of this page.



**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).

**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.

## 7. Additional Support

Should you encounter any issues or concerns with MarketPlace system, including but not limited to any change of personnel, roles to access the platform, change of access emails, please feel free to contact us at :

[asccaremarkethub@suffolk.gov.uk](mailto:asccaremarkethub@suffolk.gov.uk)

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