

Suffolk Marketplace Provider Guidance for e-Brokerage

October 2024

Version number 1.3
Effective Date
Review Date October 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 <ul style="list-style-type: none">- MFA- adding notes to packages- managing packages by various filters and status- what to do when provider cannot find organization at registration

Version Number	Authors	Manager	Changes
			<ul style="list-style-type: none"> - downloading care plan - important notice for providers with two or more services within the SCC <p>Removed:</p> <ul style="list-style-type: none"> - CareFinder procedure - Managing your account <p>Updated:</p> <ul style="list-style-type: none"> - Image resolution
1.2	ED, WW	ED	Edit to Section 5
1.3	ED, WW	ED	Edit to Section 7

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

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

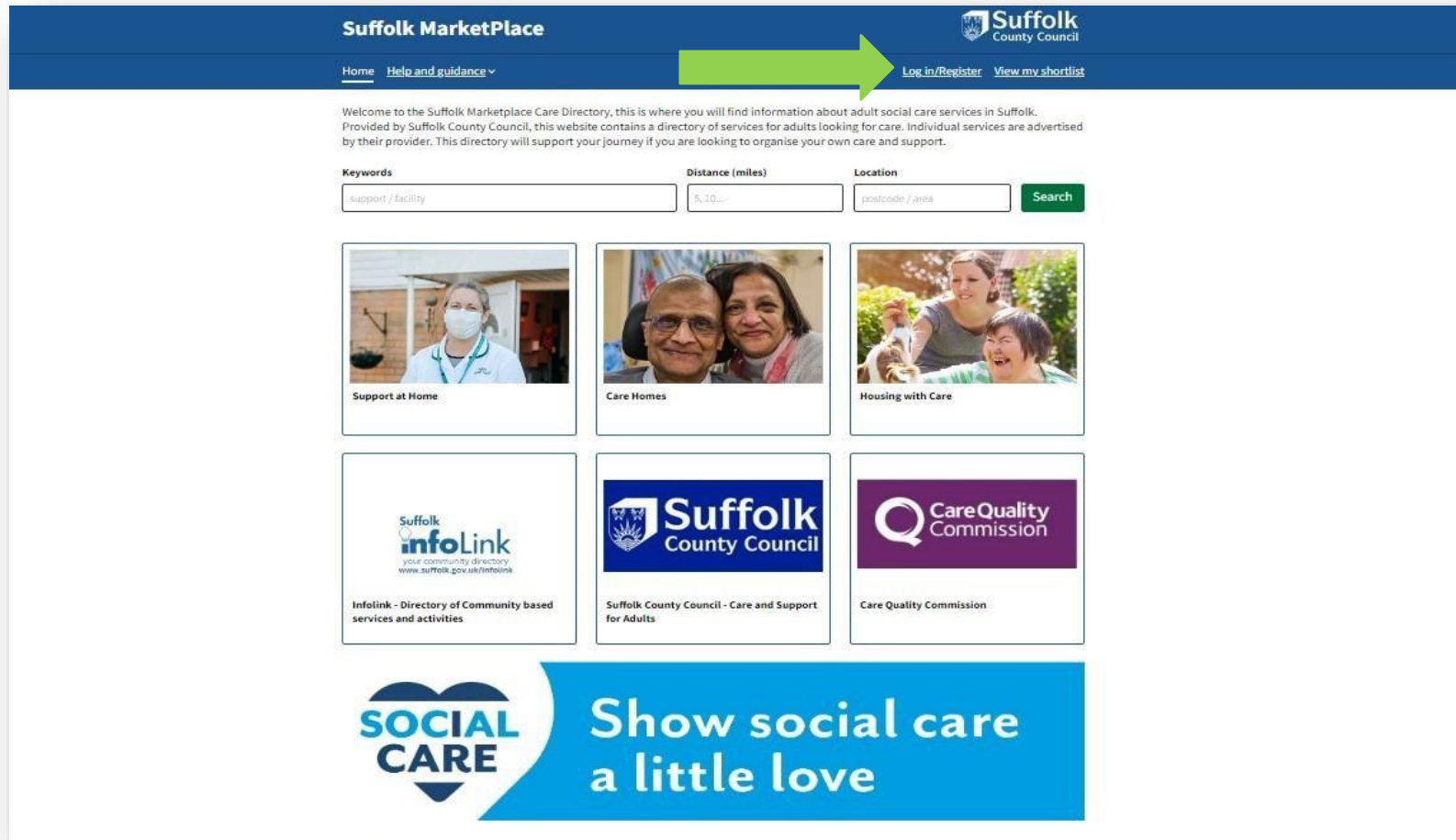
1.1 Registering the account

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/infotlink

Infotlink - 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

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 marketplaceadmin@suffolk.gov.uk

3. To Create your account, Click 'Register'

Suffolk MarketPlace


Suffolk
County Council

[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

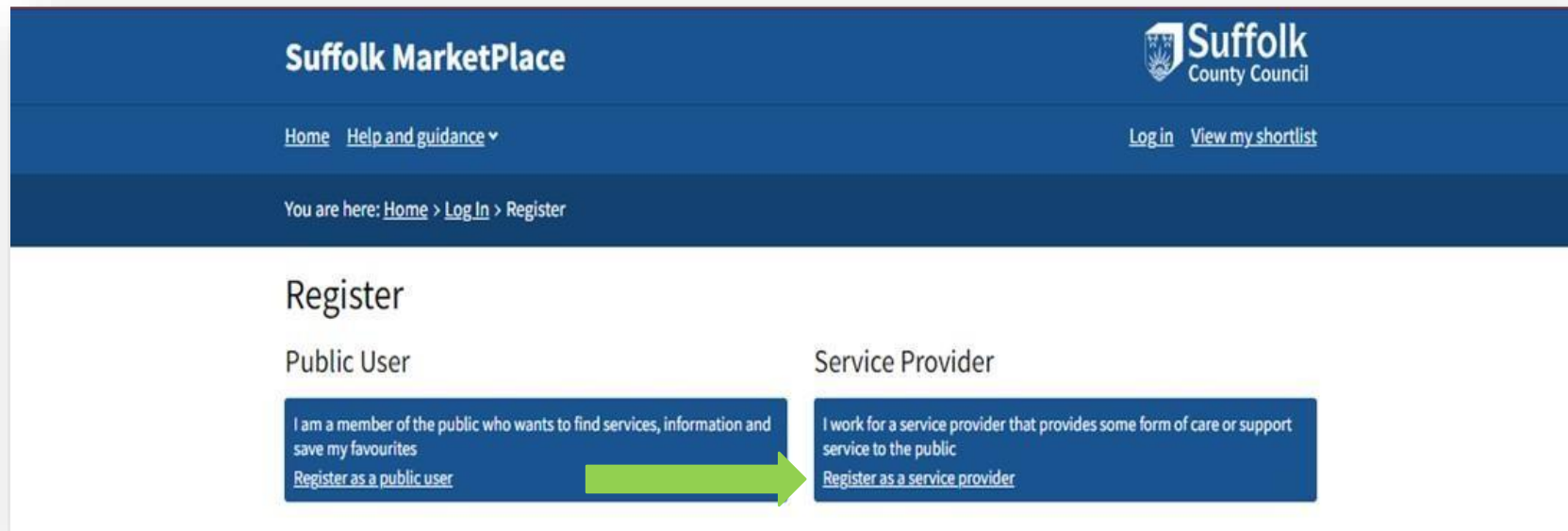
SCC Staff - secure login

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 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 marketplaceadmin@suffolk.gov.uk

4. Click on Register as a Service Provider



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 marketplaceadmin@suffolk.gov.uk

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'

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 marketplaceadmin@suffolk.gov.uk

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

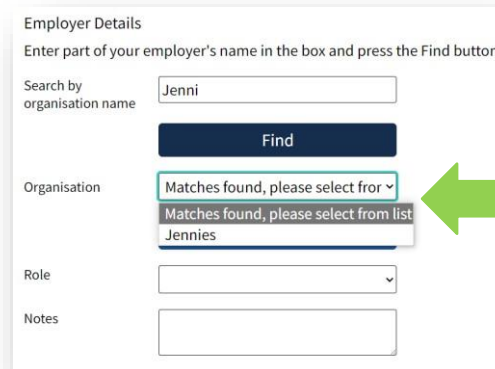
Role

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

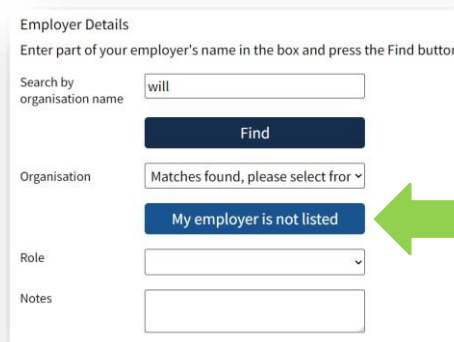
Role

Notes

A green arrow points to the dropdown menu in the Organisation field, which shows the following options:

- Matches found, please select from list
- Jennies

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

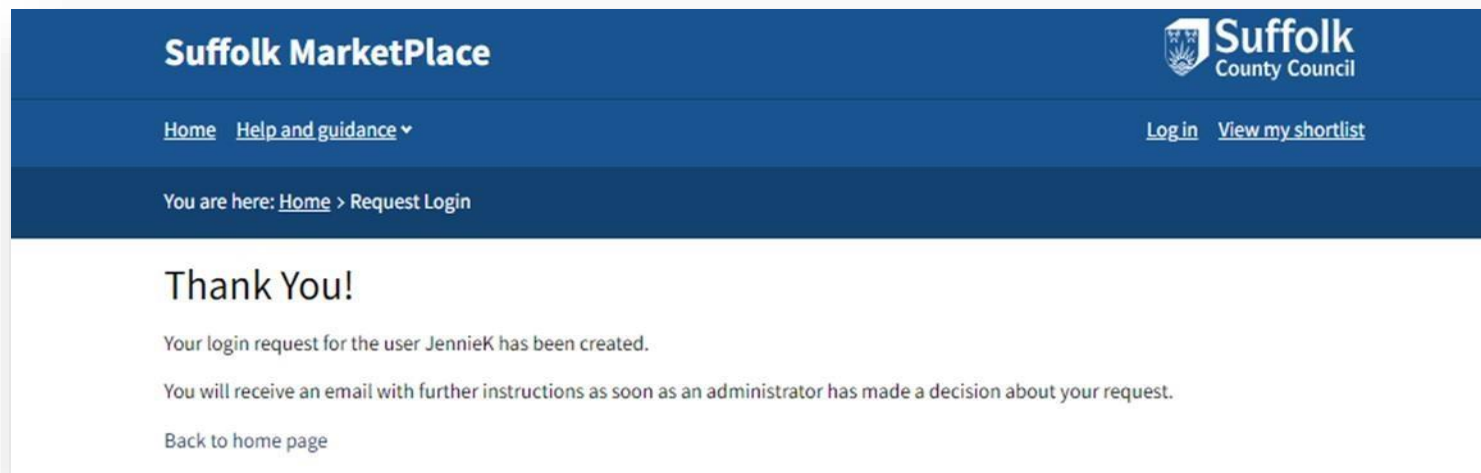
A green arrow points to the “My employer is not listed” button in the Organisation field.

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 marketplaceadmin@suffolk.gov.uk

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

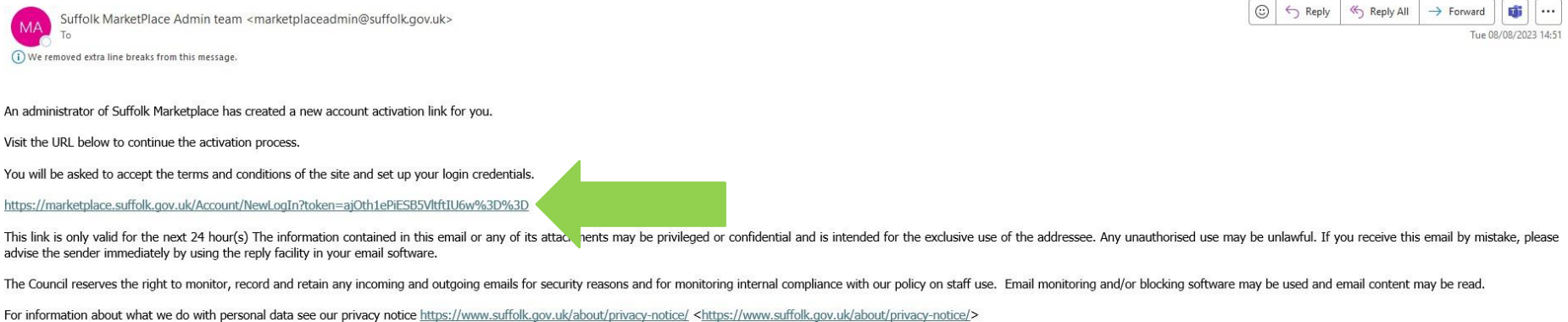
Once the login request is approved from the admin side of MarketPlace, you will receive another auto-generated email to notify your account has been approved.

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

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 marketplaceadmin@suffolk.gov.uk

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



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 marketplaceadmin@suffolk.gov.uk

4. 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 ****

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 marketplaceadmin@suffolk.gov.uk

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

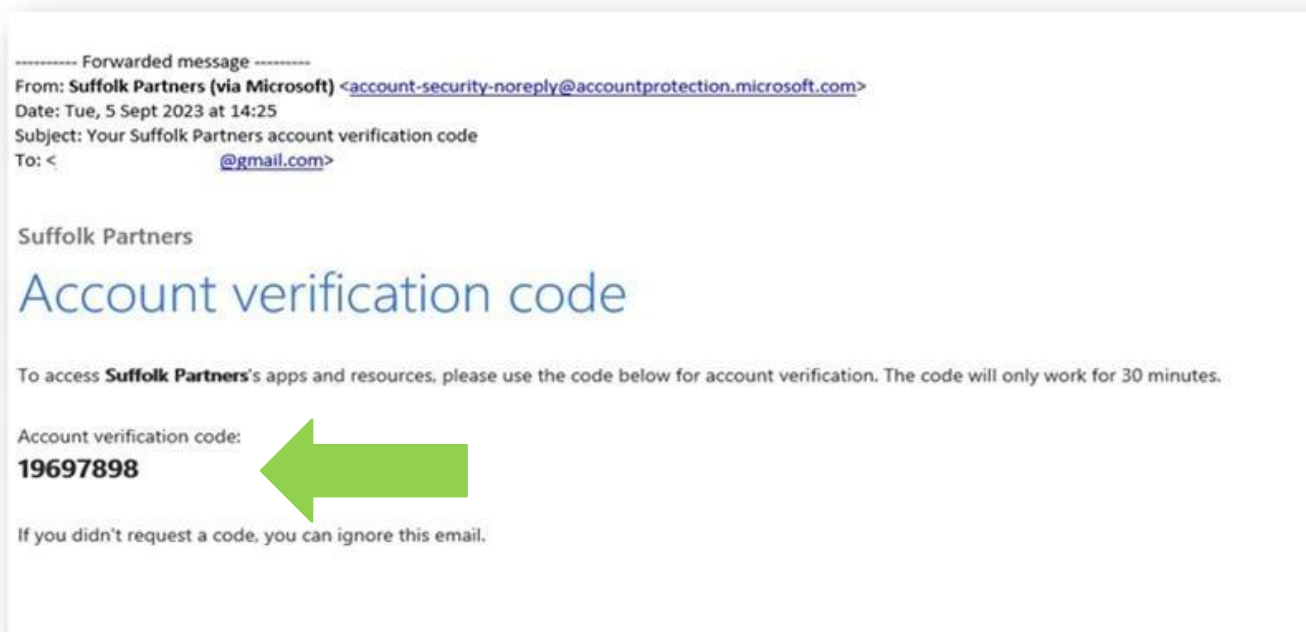


If you are having problems related to your login please contact The Suffolk Marketplace team on marketplaceadmin@suffolk.gov.uk

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 marketplaceadmin@suffolk.gov.uk

2.1. Google email address

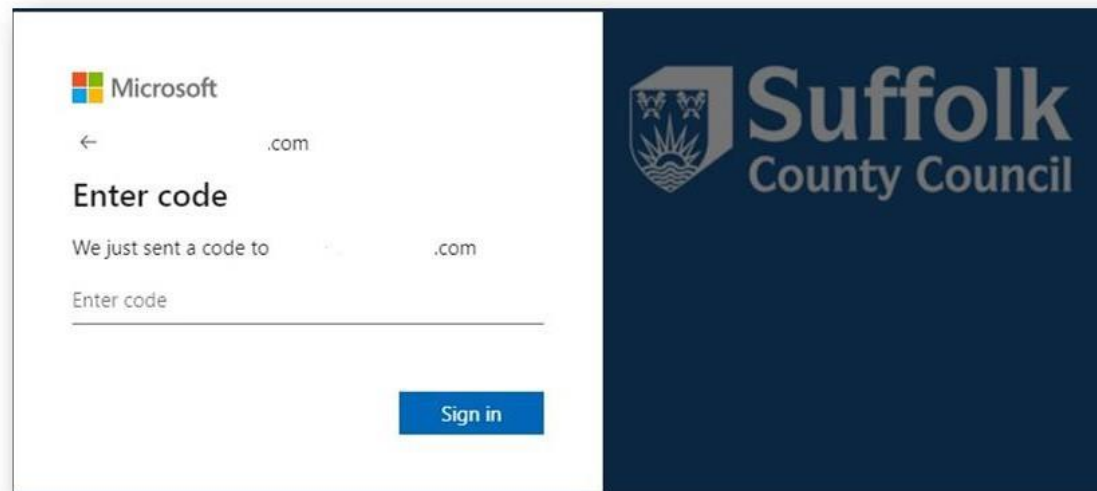
Should you have an email address that uses the domains gmail.com or googlemail.com you may find that when returning to the site you are expected to enter a security code. This will come in the form of an email. This two phase security guarantees that it is only the account owner who accesses the account.



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 marketplaceadmin@suffolk.gov.uk

2.2. Microsoft Email address

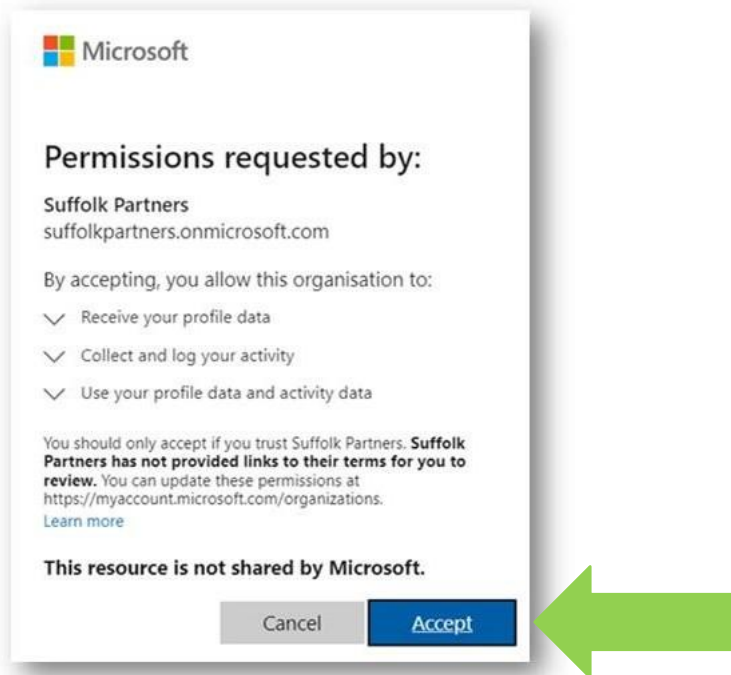
Should you have an email address that uses hotmail.com, hotmail.co.uk, live.com, live.co.uk, outlook.com, outlook.co.uk or if your organization's domain is part of a Microsoft account you would be able to sign in after supplying the access code automatically emailed to you.



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.

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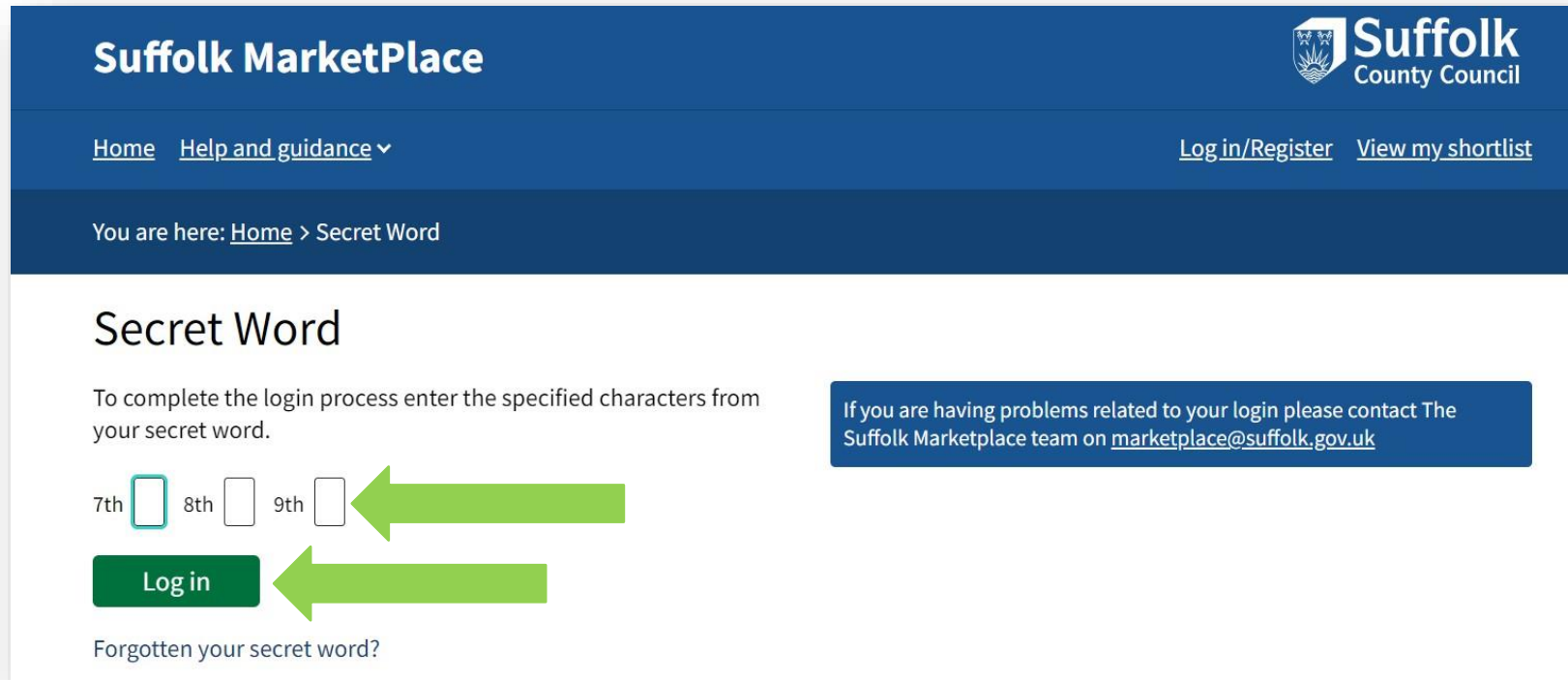
You may receive this notice the first time you log in.



Please review and press Accept.

Should you encounter any issues or 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 marketplaceadmin@suffolk.gov.uk

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



The screenshot shows the Suffolk MarketPlace login interface. At the top is a blue header with the 'Suffolk MarketPlace' logo and the Suffolk County Council crest. Below the header is a navigation bar with links for 'Home', 'Help and guidance', 'Log in/Register', and 'View my shortlist'. A breadcrumb trail indicates the user is at 'Home > Secret Word'. The main content area is titled 'Secret Word' and contains instructions to enter characters from the secret word. There are three input boxes labeled '7th', '8th', and '9th'. The '7th' box is highlighted with a green border. A large green arrow points from the right towards the input boxes. Below the input boxes is a green 'Log in' button, also with a green arrow pointing towards it. A link for 'Forgotten your secret word?' is at the bottom left. A blue box on the right contains contact information for the Suffolk Marketplace team.

Suffolk MarketPlace

[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

[Log in](#)

[Forgotten your secret word?](#)

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

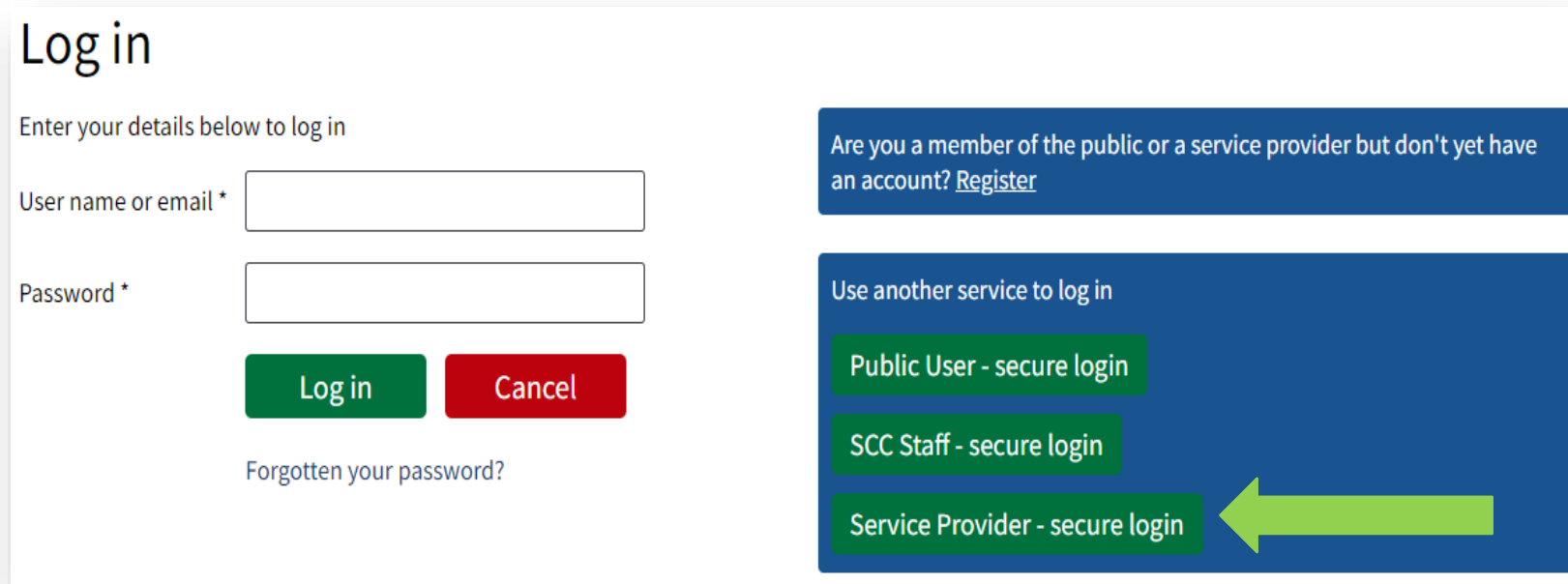
Press ‘**Log in**’

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 marketplaceadmin@suffolk.gov.uk

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

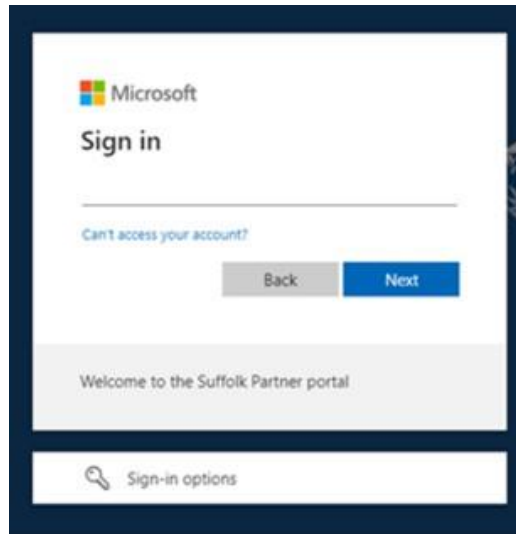
[Public User - secure login](#)

[SCC Staff - secure login](#)

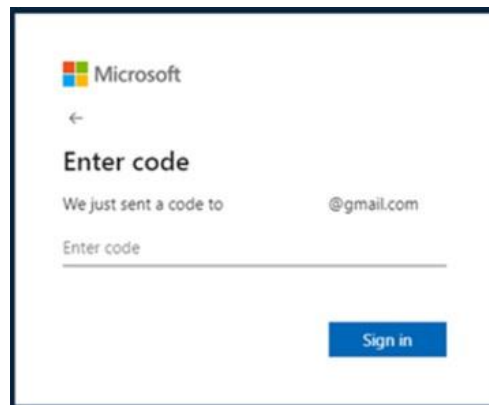
[Service Provider - secure login](#)

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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.

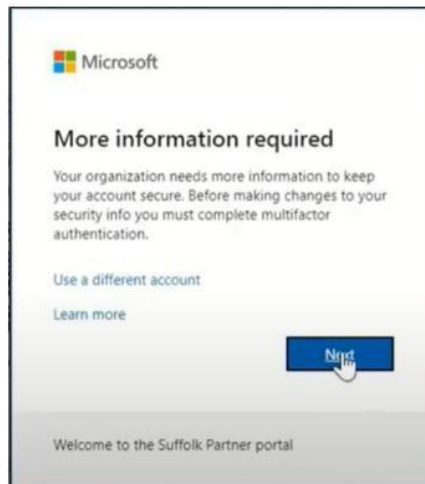


Should you encounter any issues or concerns with MarketPlace system, including but not limited to any change of personnel, roles to access the platform, change of access emails, please feel free to contact us at marketplaceadmin@suffolk.gov.uk

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

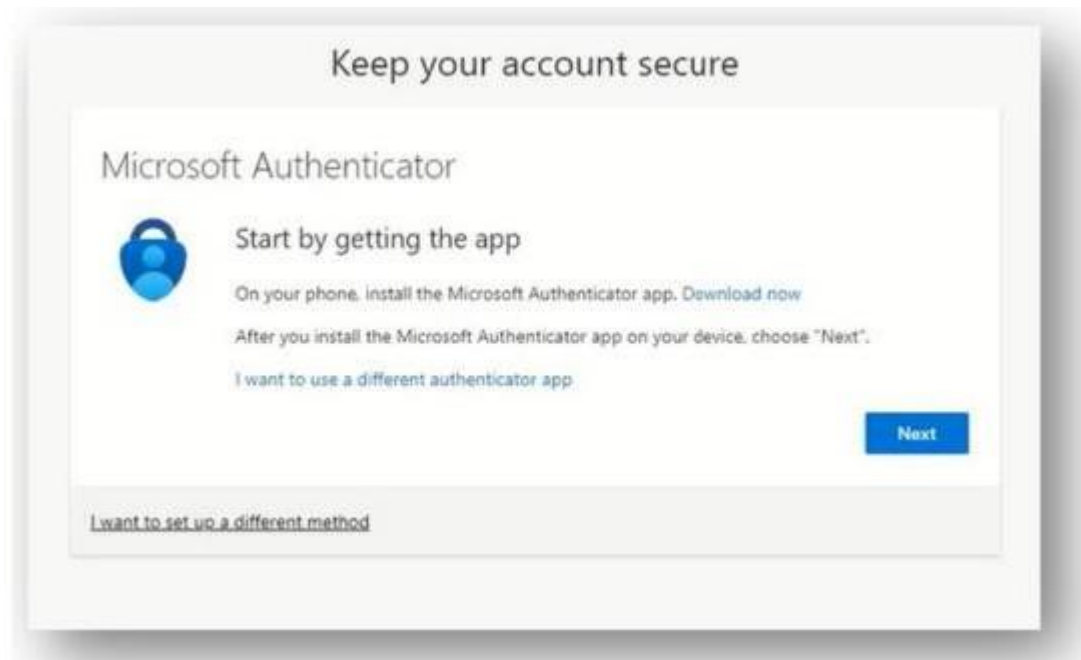


5. When you see the 'More information required' message, click 'Next'



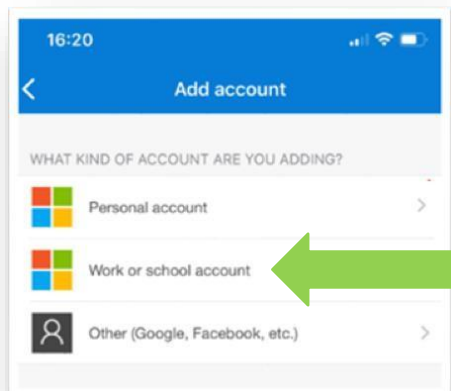
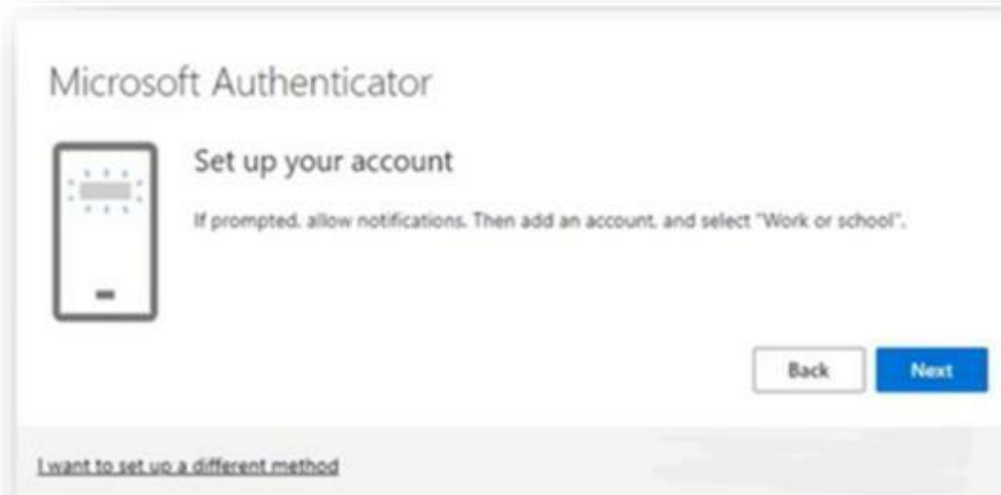
Should you encounter any issues or concerns with MarketPlace system, including but not limited to any change of personnel, roles to access the platform, change of access emails, please feel free to contact us at marketplaceadmin@suffolk.gov.uk

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



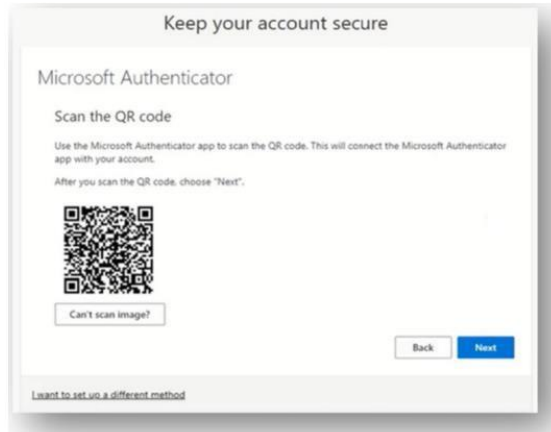
Should you encounter any issues or concerns with MarketPlace system, including but not limited to any change of personnel, roles to access the platform, change of access emails, please feel free to contact us at marketplaceadmin@suffolk.gov.uk

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



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 marketplaceadmin@suffolk.gov.uk

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



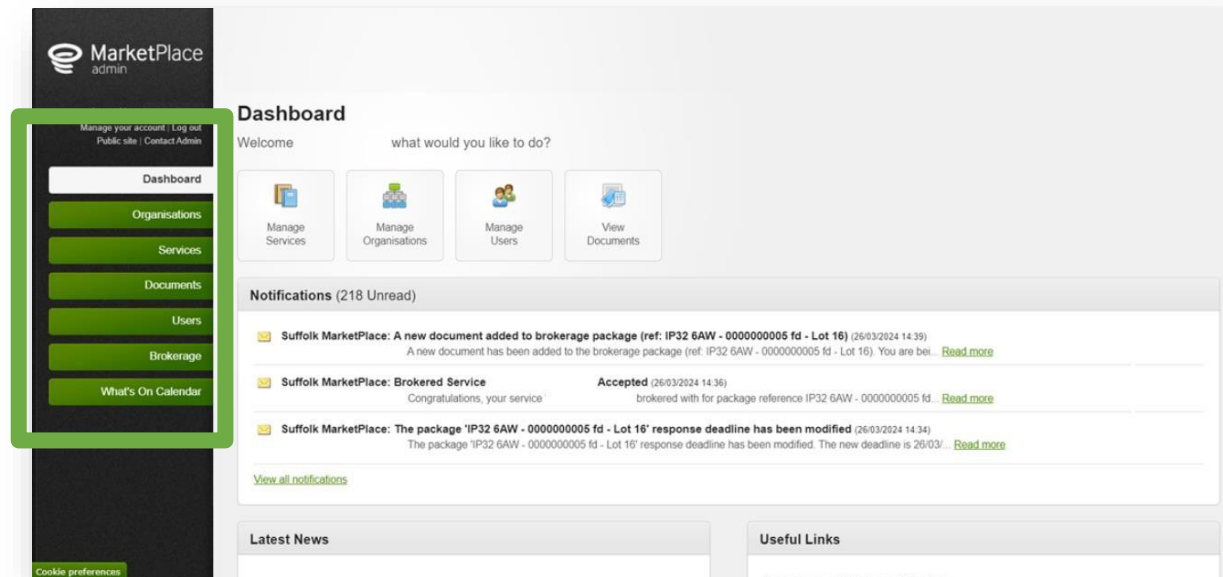
If there are any concerns or issues in setting up the MFA, please refer to **Section 7 Additional Support**.

Should you encounter any issues or 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 marketplaceadmin@suffolk.gov.uk

3. Managing Brokerage packages

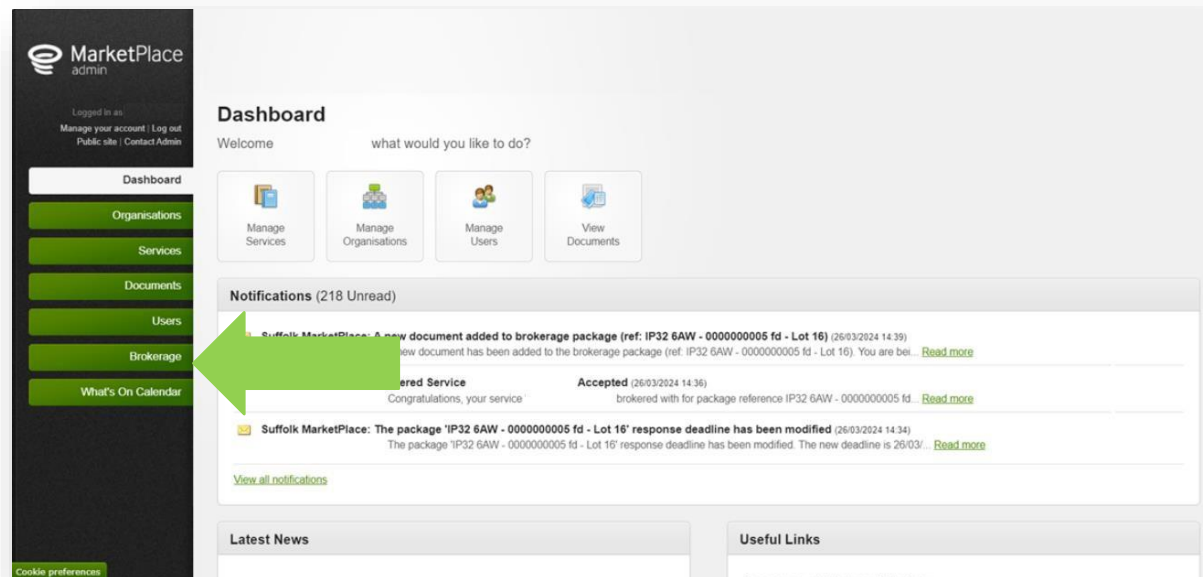
3.1. Accessing Brokerage tab

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



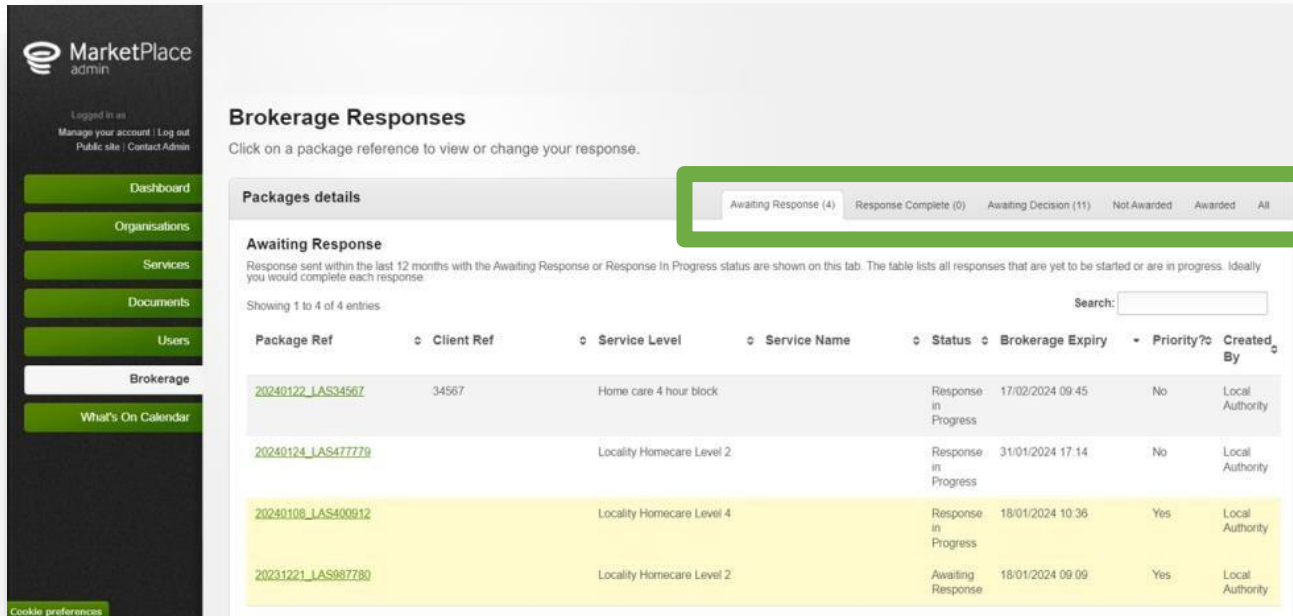
Should you encounter any issues or concerns with MarketPlace system, including but not limited to any change of personnel, roles to access the platform, change of access emails, please feel free to contact us at marketplaceadmin@suffolk.gov.uk

2. Click on the Brokerage tab.



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 marketplaceadmin@suffolk.gov.uk

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



Brokerage Responses

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

Packages details

Awaiting Response (4) Response Complete (0) Awaiting Decision (11) 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 4 of 4 entries. Search:

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?	Created By
20240122_LAS34567	34567	Home care 4 hour block		Response in Progress	17/02/2024 09:45	No	Local Authority
20240124_LAS477779		Locality Homecare Level 2		Response in Progress	31/01/2024 17:14	No	Local Authority
20240108_LAS400012		Locality Homecare Level 4		Response in Progress	18/01/2024 10:36	Yes	Local Authority
20231221_LAS987780		Locality Homecare Level 2		Awaiting Response	18/01/2024 09:09	Yes	Local Authority

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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Suffolk MarketPlace

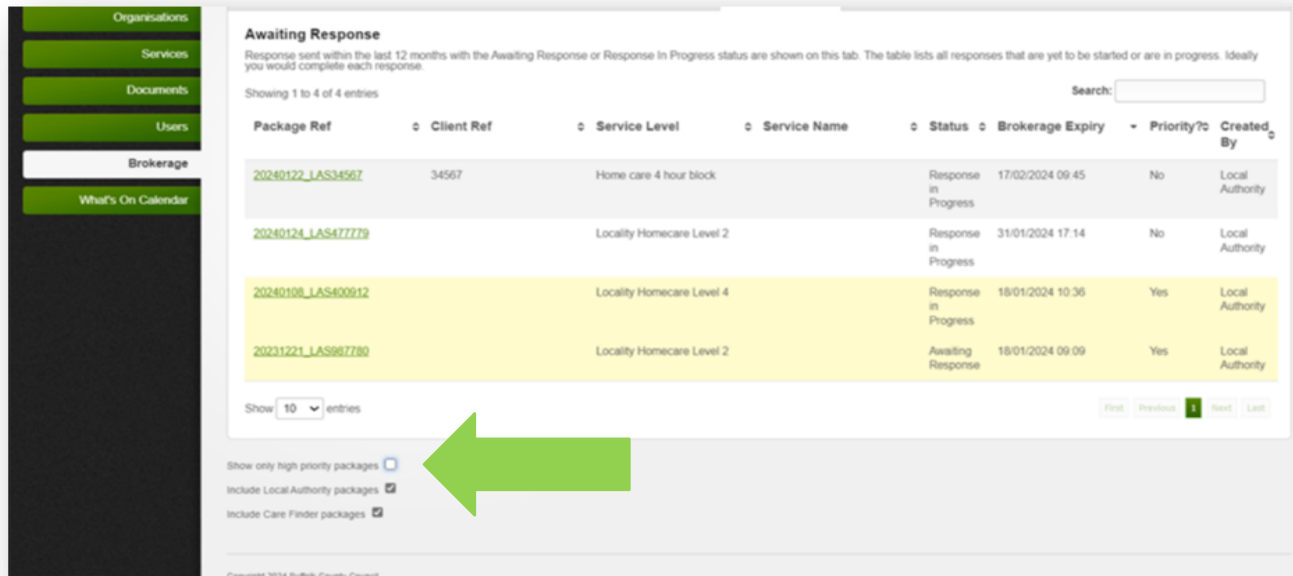


Tab	Description
Not Awarded	A package that was not awarded when an offer of care was made by the provider.
Awarded	A package that has been awarded to the provider by the Placement Team/brokerage user.
All	Lists all packages processed through MarketPlace in the last 12 months.

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 marketplaceadmin@suffolk.gov.uk

3.2 Managing Package Filters

3.2.1 Display High Priority packages



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 4 of 4 entries

Search:

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority	Created By
20240122_LAS34567	34567	Home care 4 hour block		Response in Progress	17/02/2024 09:45	No	Local Authority
20240124_LAS477779		Locality Homecare Level 2		Response in Progress	31/01/2024 17:14	No	Local Authority
20240108_LAS400912		Locality Homecare Level 4		Response in Progress	18/01/2024 10:36	Yes	Local Authority
20231221_LAS987780		Locality Homecare Level 2		Awaiting Response	18/01/2024 09:09	Yes	Local Authority

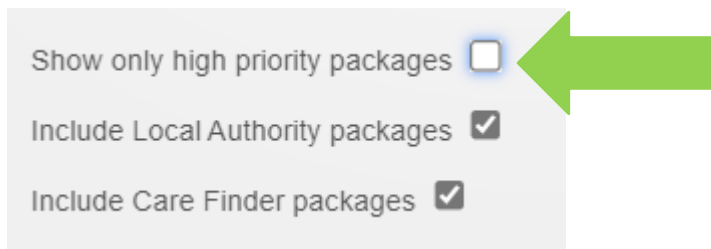
Show entries

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

First Previous 1 Next Last

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

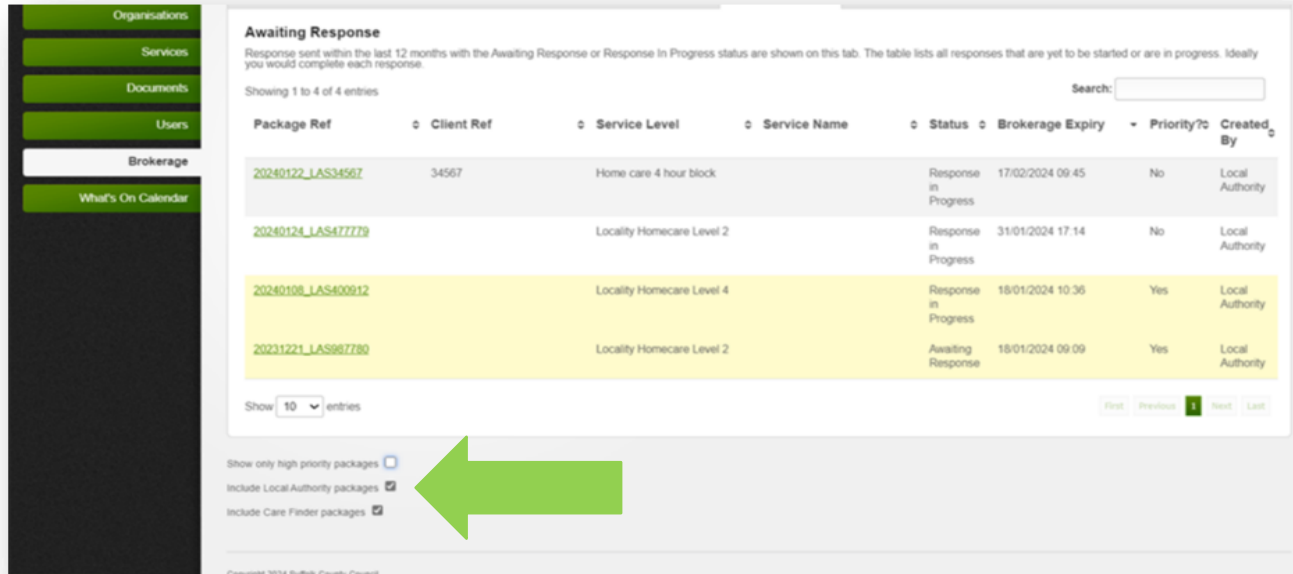


Show only high priority packages ☐
 Include Local Authority packages ☒
 Include Care Finder packages ☒

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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.



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 4 of 4 entries

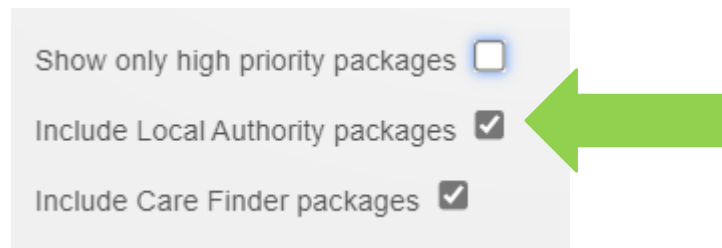
Search:

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?	Created By
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20240124_LAS477779		Locality Homecare Level 2		Response in Progress	31/01/2024 17:14	No	Local Authority
20240108_LAS400912		Locality Homecare Level 4		Response in Progress	18/01/2024 10:36	Yes	Local Authority
20231221_LAS987780		Locality Homecare Level 2		Awaiting Response	18/01/2024 09:09	Yes	Local Authority

Show entries

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

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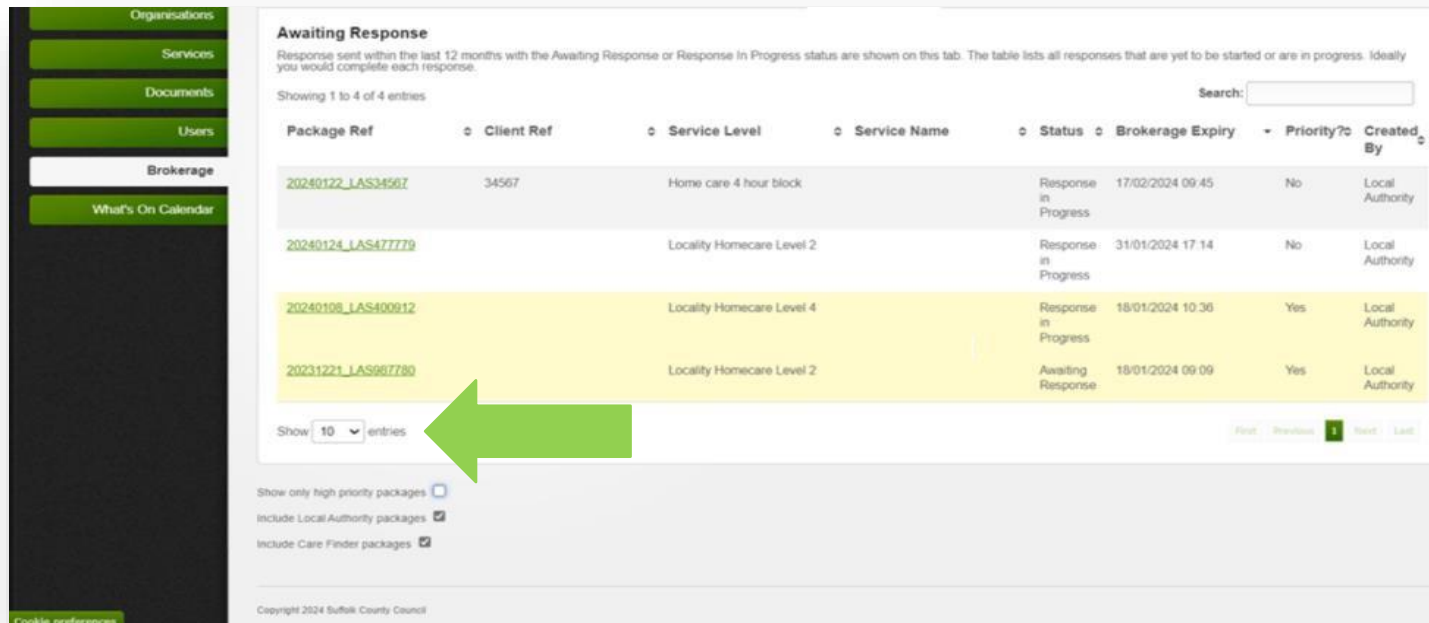


☐ Show only high priority packages
☒ Include Local Authority packages
☒ Include Care Finder packages

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 marketplaceadmin@suffolk.gov.uk

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.



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 4 of 4 entries

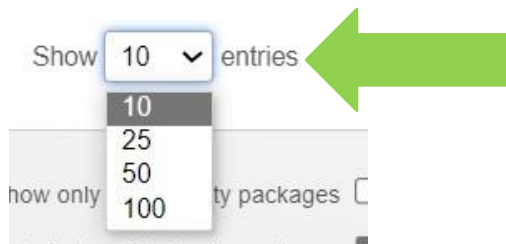
Search:

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?	Created By
20240122_LAS34567	34567	Home care 4 hour block		Response in Progress	17/02/2024 09:45	No	Local Authority
20240124_LAS477779		Locality Homecare Level 2		Response in Progress	31/01/2024 17:14	No	Local Authority
20240108_LAS400912		Locality Homecare Level 4		Response in Progress	18/01/2024 10:36	Yes	Local Authority
20231221_LAS987780		Locality Homecare Level 2		Awaiting Response	18/01/2024 09:09	Yes	Local Authority

Show **10** entries

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

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Show **10** entries

- 10
- 25
- 50
- 100

how only ty packages

You can display up to 100 packages on this page.

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 marketplaceadmin@suffolk.gov.uk

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

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.

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 marketplaceadmin@suffolk.gov.uk

Suffolk MarketPlace



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 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 marketplaceadmin@suffolk.gov.uk

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.

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
		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

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 marketplaceadmin@suffolk.gov.uk

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 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 marketplaceadmin@suffolk.gov.uk

- 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

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 marketplaceadmin@suffolk.gov.uk

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 Negotiation Notes.

Yes

Can meet requirement? ▾

Yes
No

(Continue to next page)

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)

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

(Continue to next page)

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)

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 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 marketplaceadmin@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

Yes - we are able to provide this service



PROVIDER TERMS AND CONDITIONS NOT SET

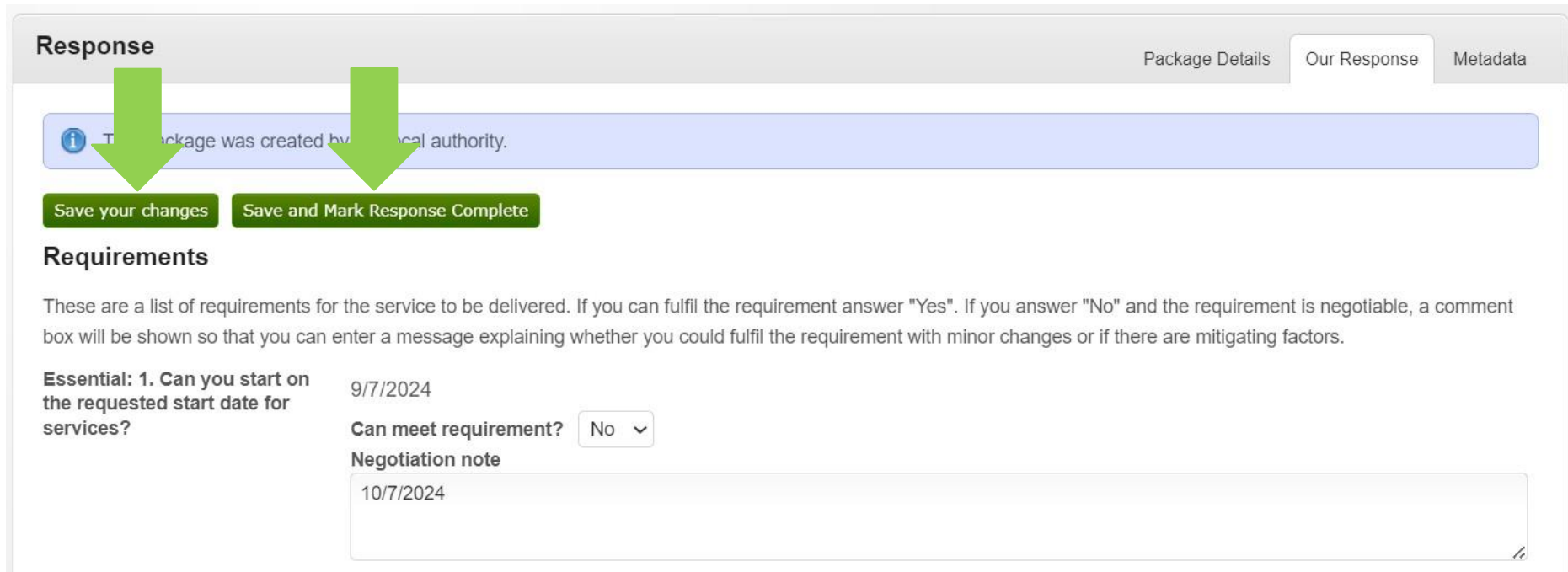
Accept provider brokerage
package T&C?



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

Information This 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 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 marketplaceadmin@suffolk.gov.uk

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 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

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 entries

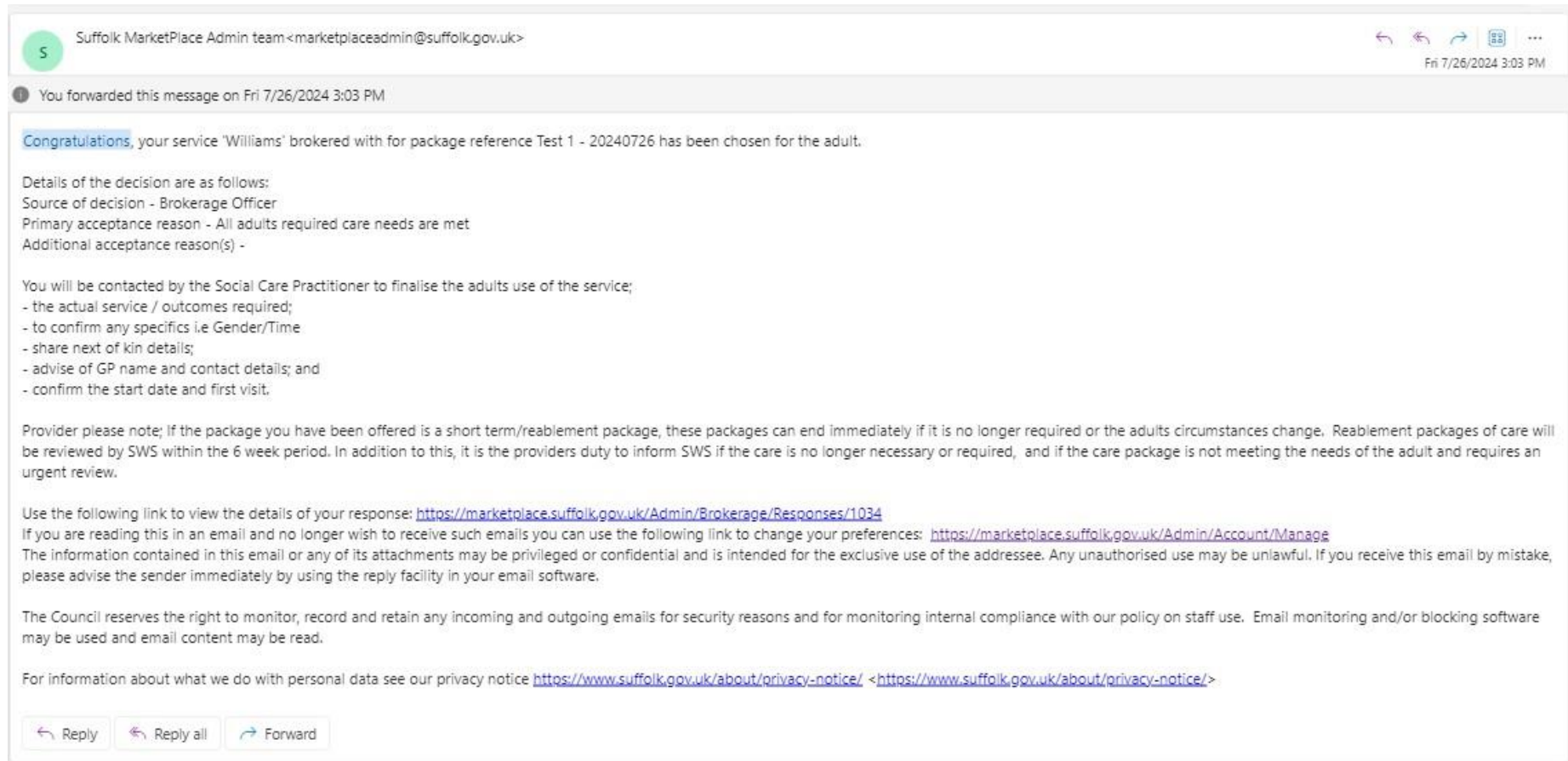
First Previous **1** Next Last

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 marketplaceadmin@suffolk.gov.uk

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


Successful email:



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 marketplaceadmin@suffolk.gov.uk

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>

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 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 marketplaceadmin@suffolk.gov.uk

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 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 marketplaceadmin@suffolk.gov.uk

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 DetailsOur ResponseMetadata

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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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 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).

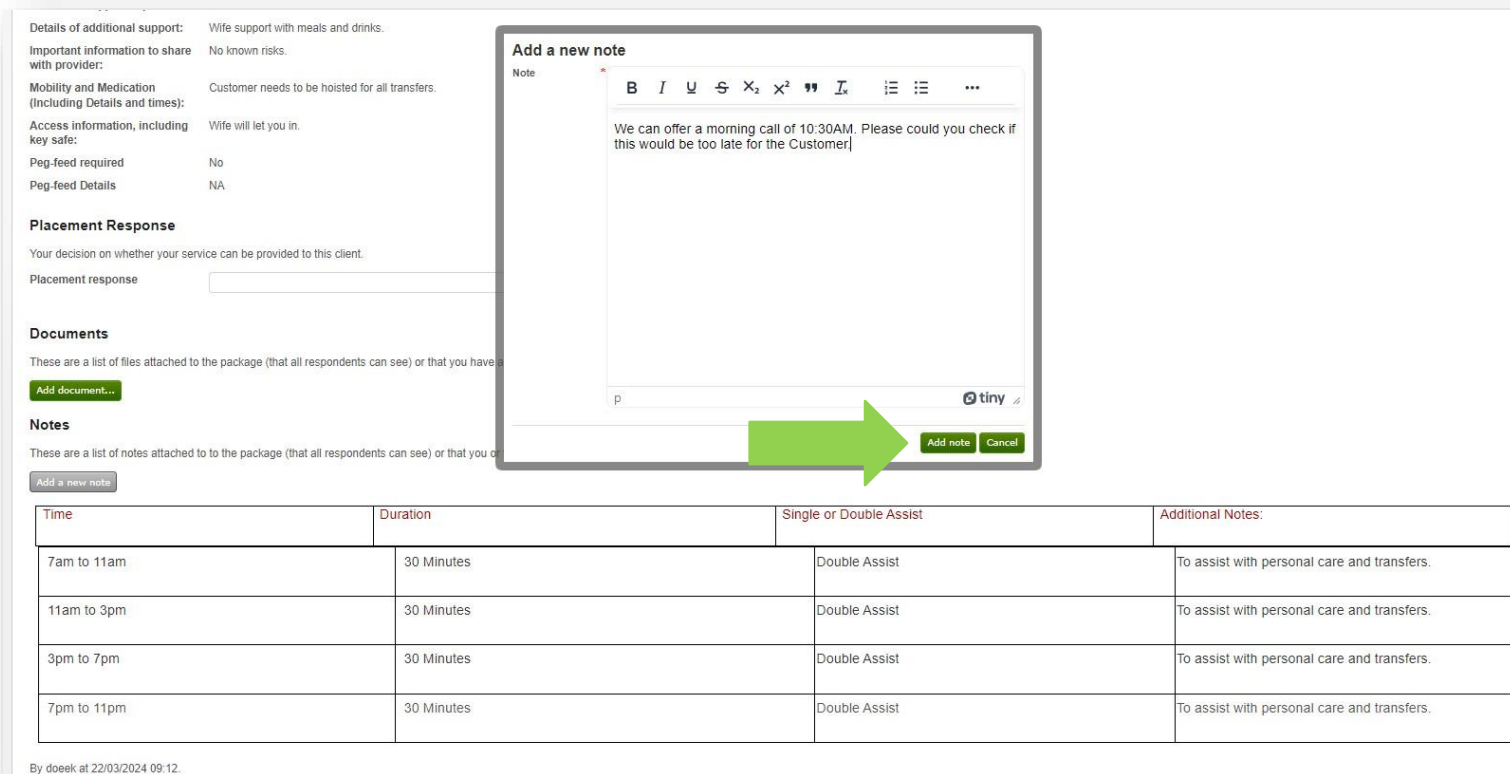
[Add a new note](#)

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 have
 Add a new note

Add a new note
 Note
 B I U S X₂ X² " " L L ...
 We can offer a morning call of 10:30AM. Please could you check if this would be too late for the Customer
 Add note Cancel

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.

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 marketplaceadmin@suffolk.gov.uk

- 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.

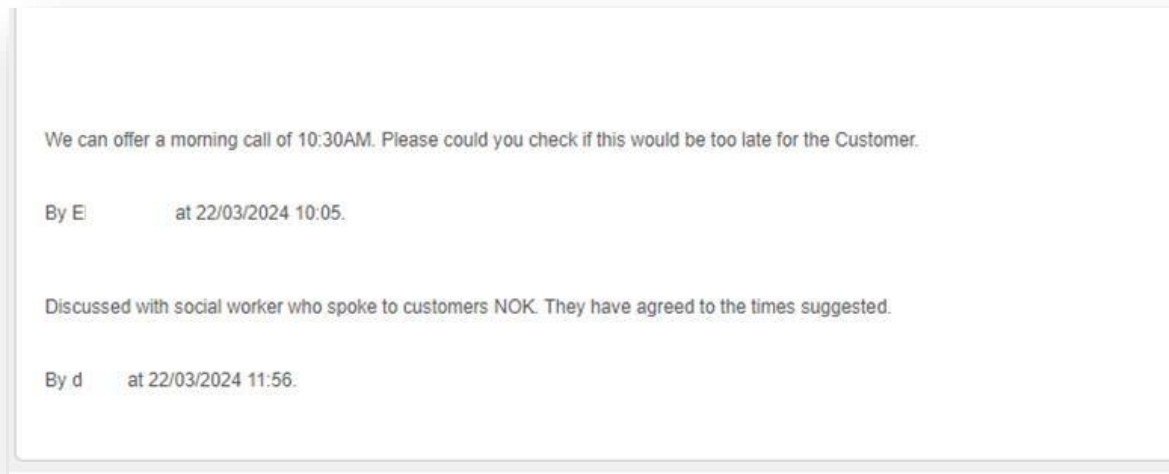
By doeek at 22/03/2024 09:12.

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 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 marketplaceadmin@suffolk.gov.uk

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:

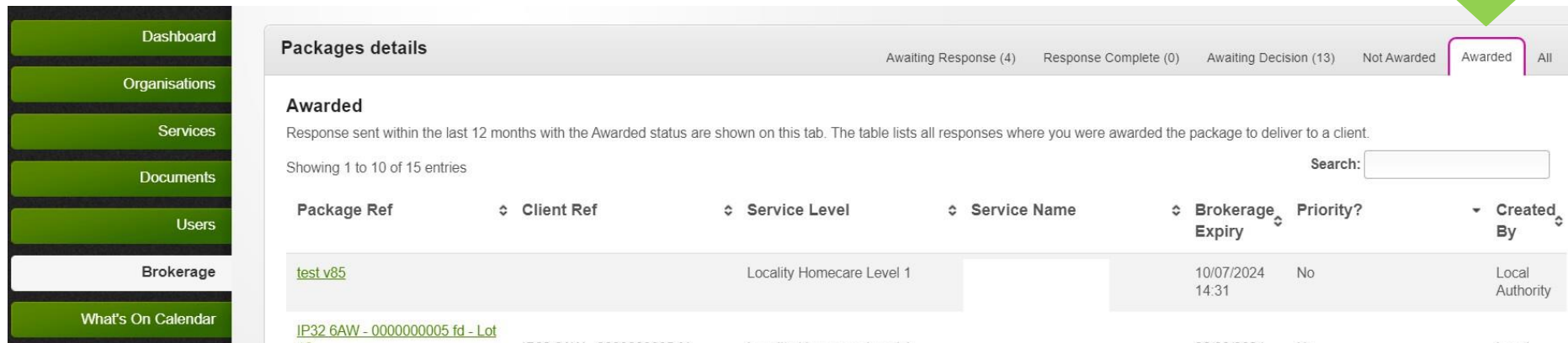
- Confirming that you can meet the gender and time specifications.
- Asking questions about any queries you may have.
- Asking for more information
- Proposing times you can meet.
- Proposing requirements you can partially meet.

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

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 marketplaceadmin@suffolk.gov.uk

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.



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 40	IP32 6AW - 0000000005 fd	Locality Homecare Level 1		10/07/2024	No	Local Authority

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 marketplaceadmin@suffolk.gov.uk

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

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 40	IP32 6AW - 0000000005 fd	Locality Homecare Level 1		09/07/2024	No	Local Authority

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

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 marketplaceadmin@suffolk.gov.uk

- Select the "Our Response" tab.



Response
Package Details
Our Response
Contracting
Metadata

i This package was created by the local authority.

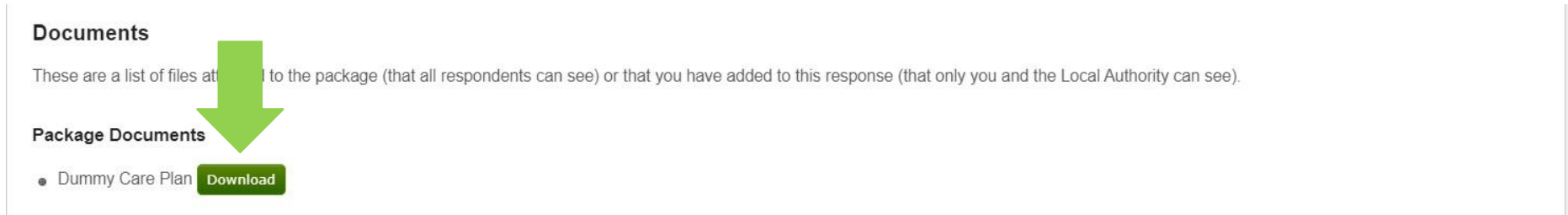
Requirements

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 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 marketplaceadmin@suffolk.gov.uk

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.

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 marketplaceadmin@suffolk.gov.uk

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 :

marketplaceadmin@suffolk.gov.uk