eBrokerage

Guidance for providers

Norfolk County Council

Contents

Norfolk County Council

Introduction

So, what is eBrokerage?

eBrokerage is software that we will use to source care and that you will use to respond to our requests. The software allows a simple two-way exchange of information between your organisation and Adult Social Services for you to obtain packages of care that are suitable for you and for the recipient.

How does it work?

eBrokerage is based around a system of notifications and replies.

1. Brokerage will use the software to create a package of care based around the requests of the person's Social Worker or team.

2. The system will identify all suitable care providers.

3. These providers will then receive the details of the package in eBrokerage and via email, ensuring that new offers will not be missed.

4. Each provider then responds in eBrokerage to the request with their availability.

5. Once a decision is reached, all providers who made an offer are informed of the outcome.

It is important to note that it is only the process that is changing, not the team responsible for the sourcing of care. The Brokerage Sourcing team will continue to source care using this new process.
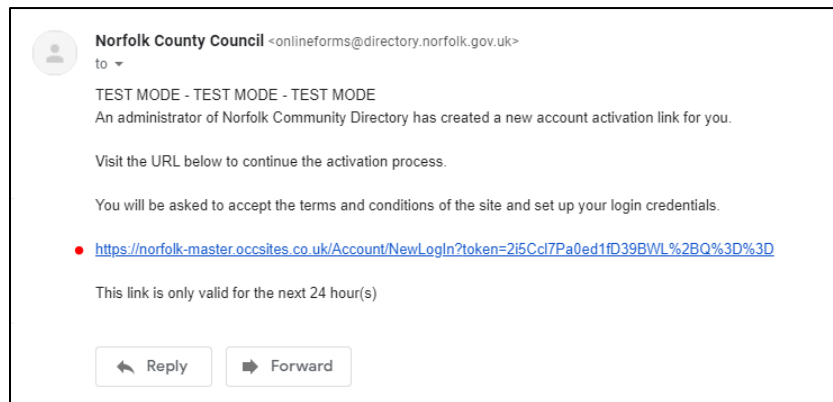
General login can be found at https://norfolk-master.occsites.co.uk

Chrome is the recommended browser although other browsers work.

eBrokerage

How to register

Your organisation will receive an activation email notification.
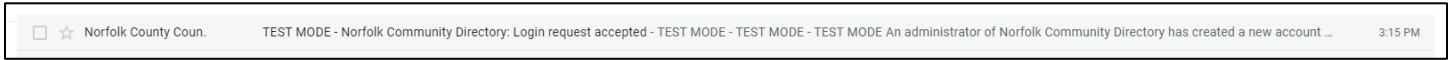
When you open the email, click on the underlined hyperlink link, at the bottom of the email. This will take you to eBrokerage.

The New Login page will be displayed, inviting you to create a password. Following the rules, enter your new password into the free text box and repeat in the 'Conform your password' box beneath it. Check the terms and conditions tick box and click on the 'Create new login' button at the bottom of the screen.
You will be taken to the eBrokerage Dashboard.

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Dashboard and email notifications

There are three ways of viewing a new offer of a package of care.

You will receive an email to the email account your organisation uses.

When you open the email, the package reference details and an underlined hyperlink will be displayed, click on the link. This will take you to eBrokerage (you will be asked to sign in if you are not already), to the Brokerage Response page.

Secondly, in the MarketPlace Home screen, there is a menu board on the left-hand side with various buttons. In the center of the screen will be notifications that display the package reference details.

When you click on the appropriate notification, the Notification page will open that is similar to the email. The package reference details, and an underlined hyperlink will be displayed, click on the link. This will take you to the Brokerage Response page.

The third way of viewing offers of packages of care is in the MarketPlace Home screen, click on the Brokerage button in the left hand menu board. This will take you to the Brokerage Responses page.

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Brokerage Responses page

The Brokerage Responses page is where you will find all the packages of care that have been offered to your organisation.

Each row is a different offer of a package of care and shows the reference number, the type of service required, the status of the response and the date that the package will remain open to respond to in columns. It is important to remember that once an offer is on the system, it will remain there. This is to give your organisation complete control over the information that is kept. For example, if the needs of the person turn out to be completely different you will be able to find the offer that you agreed to as evidence to the contrary.

You can order the entries according to your preference by clicking on the triangle to the right of the heading of the column you wish to order.

For example, you can bring different types of service level to the top or bring the offers that are still awaiting your response to the top.

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR 111222 14/03/2022	111222	Home Support Framework - Double assist	Training Environment Care Company	Awaiting Response	28/03/2022 16:51	No
DR 131313 14/03/2022	131313	Home Support Framework	Training Environment Care Company	Awarded	16/03/2022 17:20	No
DR 111 15/03/2022	111	Home Support Framework	Training Environment Care Company	Awarded	23/03/2022 08:49	Yes
DR 1010 15/03/2022	1010	Home Support Framework	Training Environment Care Company	Declined	18/03/2022 22:22	No
DR 242424 14/03/2022	242424	Home Support Framework	Training Environment Care Company	Expired Without Response	15/03/2022 10:42	No
DR 999666333 14/03/22	999666333	Home Support Framework	Training Environment Care Company	Expired Without Response	16/03/2022 12:38	No
SP 00002 17/03/2022	00002	Home Support Framework	Training Environment Care Company	Expired Without Response	18/03/2022 13:51	No
DR 14541 14/03/2022	14541	Home Support Night Sit	Training Environment Care Company	Expired Without Response	18/03/2022 17:00	No
DR 3443 15/03/2022	3443	Home Support Framework	Training Environment Care Company	Not Awarded	18/03/2022 22:53	Yes

You can use the Search box at the top right hand side of the page to filter what is shown on the page. For example, you can filter for packages of care that were built on a certain date, by entering the date into the search box.

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

Dashboard
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Brokerage

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

Showing 1 to 5 of 5 entries (filtered from 9 total entries)

Search: 14/03

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR 11122 14/03/2022	111222	Home Support Framework - Double assist	Training Environment Care Company	Awaiting Response	28/03/2022 16:51	No
DR 1454 14/03/2022	14541	Home Support Night Sit	Training Environment Care Company	Expired Without Response	18/03/2022 17:00	No
DR 13131 14/03/2022	131313	Home Support Framework	Training Environment Care Company	Awarded	16/03/2022 17:20	No
DR 999666333 14/03/22	999666333	Home Support Framework	Training Environment Care Company	Expired Without Response	16/03/2022 12:38	No
DR 24242 14/03/2022	242424	Home Support Framework	Training Environment Care Company	Expired Without Response	15/03/2022 10:42	No

The recommended way to order packages is to filter them using the 'Brokerage Expiry' column. This will arrange the packages with the soonest to expire at the top. To view the details of the package of care and to respond, click on the Package Reference in the 'Package Ref' column.

It is important to remember that all providers that receive this package of care offer will have the same amount of time to respond.

Brokerage Responses

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

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Manage your account | Log out
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Showing 1 to 5 of 5 entries

Search:

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR 242424 14/03/2022	242424	Home Support Framework	Training Environment Care Company	Awaiting Response	15/03/2022 10:42	No
DR 999666333 14/03/22	999666333	Home Support Framework	Training Environment Care Company	Awaiting Response	16/03/2022 12:38	No
DR 131313 14/03/2022	131313	Home Support Framework	Training Environment Care Company	Awaiting Response	16/03/2022 17:20	No
DR 14541 14/03/2022	14541	Home Support Night Sit	Training Environment Care Company	Awaiting Response	18/03/2022 17:00	No
DR 111222 14/03/2022	111222	Home Support Framework - Double assist	Training Environment Care Company	Awaiting Response	28/03/2022 16:51	No

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Responding to an offer of a package of care

The best way to view all the offered packages of care and their status, all in one place, is through the Brokerage button in the left hand menu board on the left of the MarketPlace home screen.
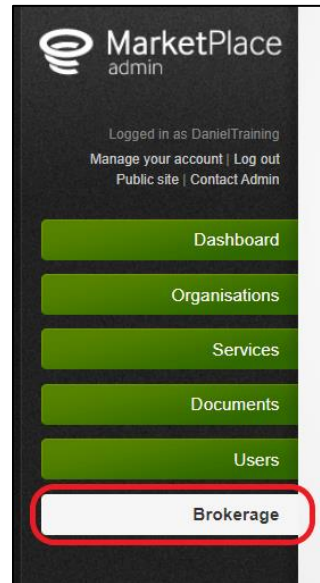
After clicking on the Package Reference of the offer you want to view, the first screen will display an overview of the offer including the Package and Person reference number, type of care, start date and location by postcode.

eBrokerage

At the top righthand side of the page, there will be three tabs. Click on 'Our Response' tab for more details and to respond to the offer.
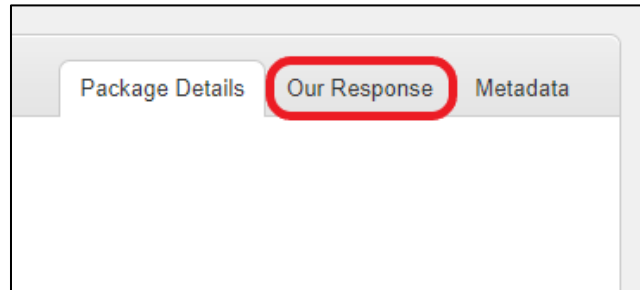
The Response page details all the information on the package of care including the Requirements, Additional Information, a section for you to add documents, if neccersary, Notes and Placement Response.

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The Brokerage sourcing team are able to add requirements to the details of the package of care. These requirements need to be answered. Some of the requirements are negotiable, allowing you to add a note in reply.

The first requirement will always ask whether you can commence the package of care on the given date. Often this date will reflect the date that the package was built by the Brokerage sourcing team. This is the system equivilent of 'ASAP'. If you respond 'Yes' to this date and you are awarded the package of care, your contract will commence on this date. If the given date is not suitable but you can still fullful the offer on a different date, you can answer 'No'. Doing so will open a free text box into which you can enter a start date suitable for you. If you are awarded the package of care, your contract will commence on this date.

Some requirements have a 'Yes' or 'No' answer and will be visable to the Brokerage sourcing team. If you answer 'No' to this, you can still respond that you are able to provide the package of care, but the Brokerage sourcing team will be able to see the answer to the requirement and compare it to the answer from other potential providers.

The Additional Information section shows further details of the offer. 'Care required' gives the speciific details (and will often refer to details shown in the Requirements). Additional Information also allows the Brokerage sourcing team to give details of time requirements. For example, that the call needs to be before 09:00 but still gives some flexibility. Some offers will be very flexible, some will be more specific according to the persons needs. Finally, a location is given.

Additional Information

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

Care required	AM 30 minutes x 7
	Tea 30 minutes x 7
Persons Gender	Female
Time specific care	AM call to be before 09:00
Town/Village	Norwich

eBrokerage

The Brokerage sourcing team and your organisation can also upload documents and add notes. It is important to remember that you will not receive any materials with sensitive information in this way before a package of care is awarded and that should you be awarded the package of care, your contract will be received via the Provider Portal in the usual way.

Once you have reviewed the Requirements and the Additional Information and are happy with your answers (where relevant), it is time to complete the response. At the bottom of the page is the 'Place Response' section. Clicking into the box will open a drop down of Yes, or No responses for you to choose from.

This response will be visible to the Brokerage sourcing team alongside any other responses made to the offer and they will be compared to decide which Provider is most suitable to be awarded the package of care. A response that answers "Yes" to the Time Specific Care Requirement will compare favourably to a response that answers no.

eBrokerage

If you open the offer and start the response, the status on the Brokerage Responses page, status column, will change. If necessary, the Brokerage sourcing team can mark the offer as Priority, this will be displayed as 'Yes'in the Priority column at the right-hand side of the page.

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

Showing 1 to 6 of 6 entries   Search:

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR 111 15/03/2022	111	Home Support Framework	Training Environment Care Company	Response in Progress	23/03/2022 08:49	Yes

If you have responded to the offer positively, the status will change to 'Response Complete'.

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

✔ Response was saved and marked as complete successfully.

Showing 1 to 6 of 6 entries   Search:

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR 111 15/03/2022	111	Home Support Framework	Training Environment Care Company	Response Complete	23/03/2022 08:49	Yes

If you have responded to the offer negatively, the status will change to 'Declined' once the Brokerage sourcing team acknowledge.

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

Showing 1 to 7 of 7 entries   Search:

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR 242424 14/03/2022	242424	Home Support Framework	Training Environment Care Company	Expired Without Response	15/03/2022 10:42	No
DR 1010 15/03/2022	1010	Home Support Framework	Training Environment Care Company	Declined	18/03/2022 22:22	No

If all providers have responded or the deadline has passed, the status will change to 'Awaiting Decision'.

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

Showing 1 to 8 of 8 entries   Search:

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR 3443 15/03/2022	3443	Home Support Framework	Training Environment Care Company	Awaiting Decision	18/03/2022 22:53	Yes

If the time elapses before you have responded, the status will change to 'Expired Without Response'.

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

⚠ A response can no longer be started because the response deadline has passed.

Showing 1 to 6 of 6 entries   Search:

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR 242424 14/03/2022	242424	Home Support Framework	Training Environment Care Company	Expired Without Response	15/03/2022 10:42	No

Package of care awards and rejections

Once the Brokerage sourcing team have reviewed the replies from care providers to the offers sent out, they will award the package of care to the most suitable provider. You will be informed of the decision in three ways.

The awarding of a package of care to your organisation is as follows.

1) The status on the Brokerage Responses page will change to 'Awarded'.

2) There will be a new notifcation on the MarketPlace dashboard.

3) You will receive an email. Toward the bottom of the emiail, there will be an underlined hyperlink. You can click on the link and this will open the 'Brokerage Response' page where you will be able to review the details of the package of care.

Once you have been awarded the package of care, the Brokerage Contracting team will draw up your contract and make it available to access via the Provider Portal (plus any other relevent information).

This is now the end of the eBrokerage process.

The rejection of a package of care is as follows.

1) The status on the Brokerage Responses page will change to 'Not Awarded'.

2) There will be a new notifcation on the Marketplace dashboard.

You will receive an email. Toward the bottom of the emiail, there will be an underlined hyperlink. You can click on the link and this will open the 'Brokerage Response' page where you will be able to review the details of the package of care.

If you decline an offer, there is no further communication from the Brokerage sourcing team.

This is now the end of the eBrokerage process.