# Agenda

1. Welcome and Introductions
2. Background and Strategic Vision
3. Commissioning Approach
4. Operating Models
5. Table Discussion
6. Indicative Tender Timeline
7. Questions

Cambridgeshire
County Council

- Welcome and Introductions
- Housekeeping

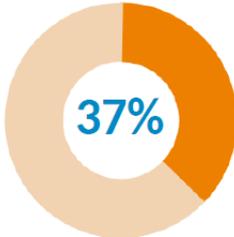# Background and Strategic Vision

Cambridgeshire County Council

## Ageing Population

Our population of older people is increasing at a much higher rate than that of the general population. These increases will mean a much higher demand on our services for older people.
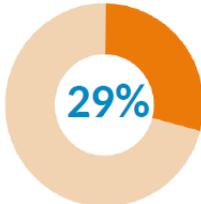
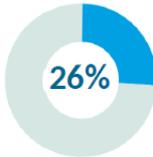**By 2026 the population is projected to increase by [1]**

↑ **40%** of 65-74 year olds

↑ **66%** of 75-84 year olds

↑ **73%** of 85+ year olds

**By 2025 people aged 65+ are projected to have an increase in these conditions [2]**

**37%** Falls

**29%** Dementia

**26%** Limiting long-term illness

**26%** Sensory Impairment

**20%** Autistic Spectrum Disorder

**18%** Unpaid Carers

**15%** Learning Disabilities

1. Cambridge Research Group
2. POPPI http://www.poppi.org.uk/

# Background and Strategic Vision

**Adult Social Care Direction of Travel:**

Focussing on prevention and early intervention.

Supporting people to remain as independent as possible for as long as possible

Increasing choice and control

Increasing use of technology

# Background and Strategic Vision

**Older People's Residential Care Strategic Vision**

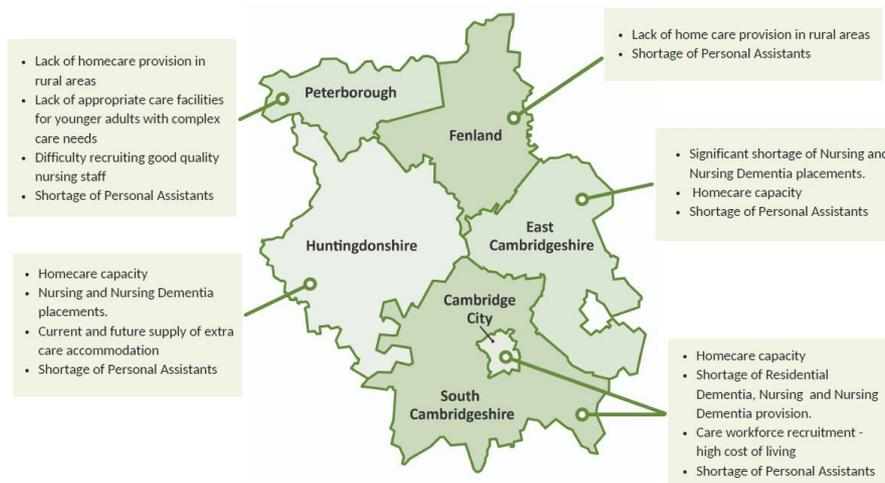Greater Capacity and Choice

Affordability and Sustainability

Block contracts to offer longevity

Moving away from Spot Contracts

# Background and Strategic Vision

Map of Cambridgeshire and Peterborough showing key pressures for each district:



- Lack of homecare provision in rural areas
- Lack of appropriate care facilities for younger adults with complex care needs
- Difficulty recruiting good quality nursing staff
- Shortage of Personal Assistants

- Lack of home care provision in rural areas
- Shortage of Personal Assistants

- Significant shortage of Nursing and Nursing Dementia placements.
- Homecare capacity
- Shortage of Personal Assistants

- Homecare capacity
- Nursing and Nursing Dementia placements.
- Current and future supply of extra care accommodation
- Shortage of Personal Assistants

- Homecare capacity
- Shortage of Residential Dementia, Nursing and Nursing Dementia provision.
- Care workforce recruitment - high cost of living
- Shortage of Personal Assistants

Peterborough
Fenland
Huntingdonshire
East Cambridgeshire
Cambridge City
South Cambridgeshire

In 2017, we forecasted a current shortfall of 450 beds in the Cambridgeshire market.

Out of these 450, we required an immediate 150 affordable beds to the Council and a further 150 beds in 3-5 years time.

# Commissioning Activity to Date

**Workstream 1 – Extending Current Block Contracts**

This Workstream achieved 39 Residential and Residential Dementia beds in Cambridge City and South Cambridgeshire

**Workstream 2 – New Block Contracts**

Part A of this Workstream has already achieved 18 beds in Huntingdonshire.

A shortfall of 93 beds remains

# Commissioning Intentions

**1. Increasing Overall Capacity:**

| East Cambridgeshire | Huntingdonshire | South Cambridgeshire |
|---|---|---|
| 10 Residential Dementia Beds | 30 Beds total (bed types not yet confirmed) | 5 Residential Dementia Beds |
| 23 Nursing Beds | | 5 Nursing Beds |
| 15 Nursing Dementia Beds | | 5 Nursing Dementia Beds |

# Commissioning Intentions

**2. Increasing Block arrangements and decreasing Spot arrangements:**

- Countywide
- Great financial security for providers (guaranteed income)
- Greater financial sustainability for the council
- More choice and control for service users

# Commissioning Approach

- A period of up to 18 months allowed from contract start date to deliver units
- Contract length of up to 15 years (5+5+2+2+1)
- Any homes that you wish to use as part of tender must be CQC rated 'good' or 'outstanding'
- Minimise empty beds by using them flexibly (respite, interim provision etc.

# Operating Models

Cambridgeshire
County Council

## Care Suite Model

A model of care that offers greater independence to residents

Every tenant will be entitled to claim housing benefit through DWP towards the accommodation related costs

The care and support related cost of the package will be funded through the Adult Social Care budget

Accommodation/housing separated from care and support – care and support provided under domically care model

Service user to pay a service charge through greater disposable income

# Operating Models

## Care Suite Model

Care Suite rooms are typically the size of residential rooms and should provide facilities that can maintain a person's independence where possible:

- facility for making hot drinks, a toaster, a hob and microwave
- as independence reduces, the above facilities can be removed to reduce risk

The collective resource of Housing Benefit, Service User Charge and Adult Social Care contributions will cover the of a care/support package and increase financial sustainability

# Table Discussion

**1. Barriers to take part in tender process:**
a. 'New' capacity
b. Moving from Spot to Block

**2. Bed flexibility**

# Indicative Tender Timeline
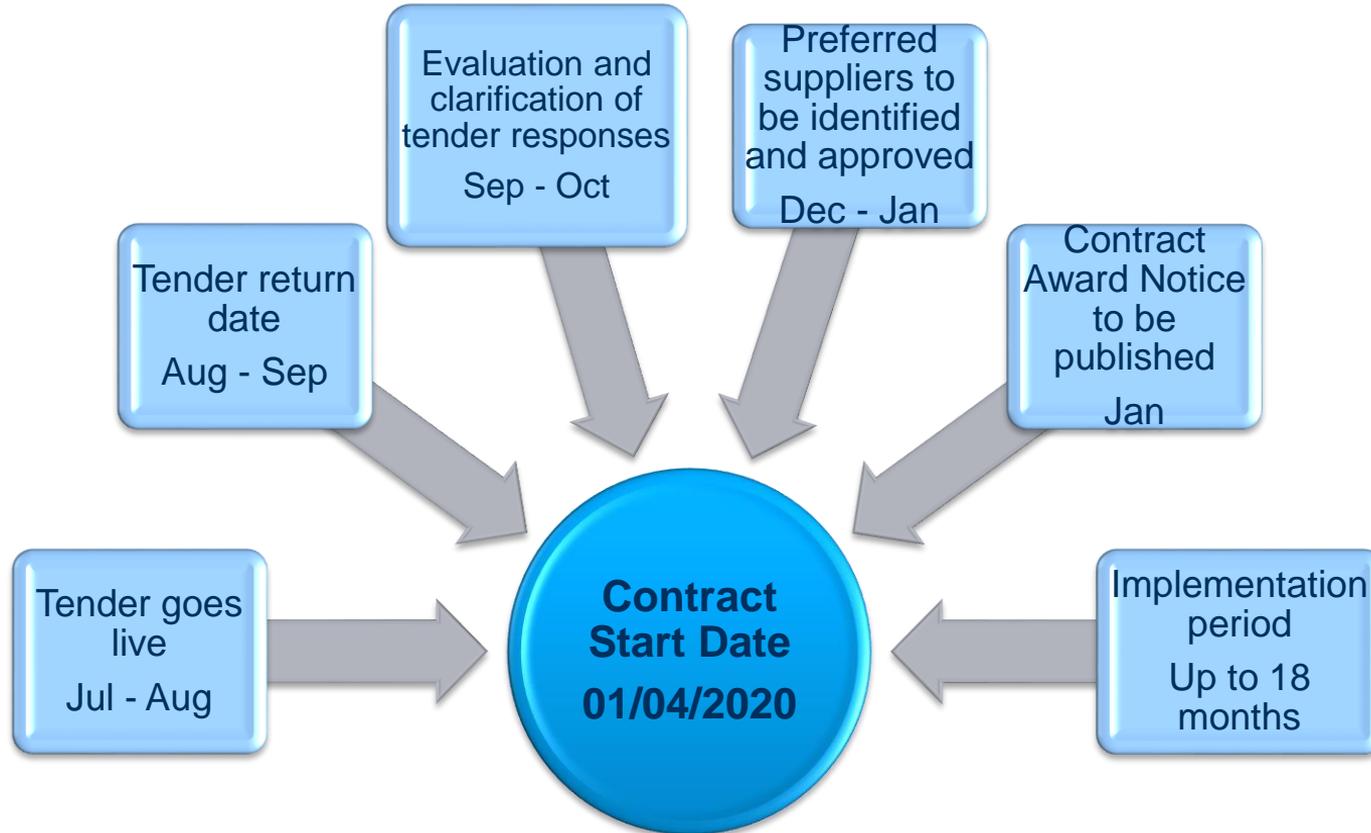
Any Questions?

**Provider Engagement Event – Friday 12th July 2019, Oak Tree Centre, Huntingdon**

**Adam Throp (AT)** – Lead Commissioner, Block Bed Care Home Tender
**Mubarak Darbar (MD)** – Commissioner
**Ekta Patel (EP)** – Assistant Commissioner

**A summary of the table discussions:**
**Provider Table discussions** – An informal discussion took place where the provider groups had 20mins to discuss the following points and feedback their views, concerns and barriers.

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**Concerns/Barriers to take part in the tender process**

- Very positive in general
- Adam Thorp highlighted that the Cambridge tender process is different to the one in Peterborough and that **the providers will have to register on the Procurement Portal** in the first instance – also mentioned that the procurement team will carry out workshops to train in the tender application portal for the providers that require this.
- **Information on how to register on the procurement portal is attached below.**

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**Block Bed tender:**

- Will the assessment of service user be different under a block contract? – no change there
- CQC rating – what if this drops during the term of the contract will this have an effect on the contract? – No, as long as the rating is 'Good' or 'Outstanding' at the time of tender application (Normal processes around CQC will apply during contract period)
- Block bed contracts – very positive feedback but price dependent – We will open it out to the providers to offer xx amount of beds for xxx amount for price.
- Would the price stay the same for the entire contract length? – There will be mechanisms in place to account for changes to cost.
- Contract length – is there an opt out clause or do the providers get tied into the whole 15 years term? – The first contract period will be for 5 years. This will then be followed by a series of extension periods (5+2+2+1)

**Bed Flexibility - Opening up block beds for Respite/Interim etc when vacant – provider's views:**

- Use of flexible beds is fine BUT it's what you require in that bed – we don't like the idea of mixing the beds for different care needs eg. If the bed is for nursing care and we need to open this up for someone with disruptive behaviour – this is something we would not be keen to do.
- They don't come with GP registration – this is becoming increasingly difficult as GPs do not have capacity in the area
- Including flexibility of bed use will need to incorporate CCG + FNC assessments – because majority come from the hospital
- Hospital discharge applications – have to take the illness a person is coming with and their needs to be met

**Care Suites**
- Housing officer visits – what is their involvement and who makes these applications? – there will be minimal Housing officer involvement and the applications will be made by the providers
- Mubarak Darbar – explained the difference between District council officers and Housing officers and the different inspection methods and involvement.
- We are concerned about staffing as the service user will come in as a tenant but with time (as the stats suggest on ageing) these people will have more complex needs and at that time – they may not want to move and how will this work – we have concerns over this model being safe.
- The level of uncertainty on how the increasing care needs will be met – needs to be factored in.
- More work -  as there are more organisations involved – this will increase workload for us
- FNC costs – is this factored into this model and how to work with CCG
- MD – this is the similar situation as residential care- and having service users that have more needs to be moved into nursing care – also clarified that this model will be more suited to a new build with a higher number of beds – not suited if there are only a few beds on offer – this take home message was taken positively and satisfied providers concerns regarding Care suite model.

**Anything Else**

- Flexibility in the working relationships – behaviour needs to be changed in the interactions between LA and providers.

# ProContract User Guide

*Click on ctrl + the link you need, to go to the relevant page:*

**Registering an Account**

**Logging In and Accessing Contract Opportunities**

**Drafting and Submitting a Response**

**Contacting the Buyer** **(and ProContract Contact Details)**

**LGSS**

**NOTE**:  This guide that has been put together by LGSS Procurement to assist potential providers in responding to contract opportunities on ProContract. Potential providers using this guide are still fully responsible for ensuring their responses are submitted correctly. Other support is also available of the 'Help centre' found within your supplier account (click on 'Help' along the blue ribbon) and in the form of the Helpdesk (contact details can be found at the end of this document).

## Registering an Account

- Enter the Organisation name and your chosen email address

- To read the sites Terms and Conditions click 'Terms and Conditions'

- To Read the sites Privacy Policy click 'Privacy Policy'

- Once you have read and agreed to these click 'Continue Registration'

Register free with ProContract

ℹ Minimum requirements

Begin your ProContract supplier account registration by filling in a few details below.

**Organisation name** ❓

_____

**Email address** ❓

_____

By clicking 'Continue registration', you agree to the Terms and Conditions & Privacy policy.

[Continue registration]

Already registered? Log in here

**Why should I register with ProContact?**
Registration is free and your company profile will be immediately available for opportunities managed by over 30,000 buyers from over 400 private, public sector and 3rd sector organisations.

**What happens next?**
Once we have verified your company name and email address you will be asked to complete a short registration process including basic company details and contact information. Upon submission, your registration application will be reviewed by the ProContract team and you will be sent an email address confirming next steps.

**Do I receive opportunity alerts?**
Following successful registration, as part of your company profile you can stipulate your preferred opportunity areas of interest along with geographical locations to which you can supply your goods & services. Overnight, your interests will be matched against the latest published opportunities and you will be notified by email. The email will contain links to review, and if you wish, express your interest in each of the opportunities.

- On the next page, you will need to confirm your email address, select a password, entry organisation details, select your primary contact details and confirm your communication preferences.

**LGSS**

## Supplier registration

### Sign in details

Your email address will be used as your account username and to send you important account and opportunity information. You can refine your opportunity areas and communication preferences without your account management dashboard.

**Email address** Change

test@northamptonshire.gov.uk  ✓

**Repeat email address**

Your email address will become your username

**Password** ❓

**Repeat password**

Your password must be at least 8 characters long, contain a mixture of UPPERCASE and lowercase letters, numbers and symbols. e.g. PassWord$123

- Once selected enter your organisation details, including address and post code.

**LGSS**

## Organisation details

Please provide your organisation details below.

**Organisation name** Change

Test1234321 ✔

**Address**

**Town**

**County**

-- Please select --

**Postal code / zip**

**Country**

-- Please select --

**Website** (optional)

e.g. http://www.example.com

**Registration number** (optional)

e.g. 03182974

☐ Not applicable

**VAT number** (optional)

e.g. GB999 9999 73

☐ Not applicable

- Once complete, please then confirm your primary contact details.

**LGSS**

## Primary contact details

Please provide your contact details below.

**Title**    **First name**    **Last name**

**Job title**    **Department**

**Telephone**    **Mobile** (optional)    **Fax** (optional)

## Communication preferences    ℹ Privacy Policy

To receive the full benefits of your ProContract registration, buying organisations may notify you by email when opportunities are published that you may be interested in.

Your interest will be based upon your chosen categories of interest and selected region(s) of supply which you will be asked to confirm when you log in for the first time.

These may include, but is not restricted to, new opportunity adverts, invitations to tender and clarifications.

**Do you want to receive email notifications?**

◉ Yes ○ No, I acknowledge I may miss out on important notifications

- Please read the Communication preferences section carefully.
- Click 'Continue registration'.
- You will then be required to enter your areas of interest. Enter some keywords and then click on 'Find recommended'.

**Supplier registration - Areas of interest**

**Opportunity areas of interest**

To receive the full benefits of your ProContract registration, buying organisation may notify you by email when opportunities are published that you may be interested in. Your opportunity notification will be based upon your chosen categories of interest and selected regions(s) of supply.

Buying organisation use various methods of categorising opportunities so to help you select the best categories that represent your bussiness you can enter up to 6 keywords below e.g. taxi services. We will then search across all buyer category sets using these keywords and recommend the best matches for you (disclaimer)

Note: The best match search is purely a starting guide to the categories that may be of value to your organisation based upon the keywords you select. You must make sure that you are happy with the selections so that you do not miss out on opportunities. PROACTIS Holdings PLC and the buying organisation that post opportunities on this portal are not responsible for any incorrect selections made

**Enter at least 1 keyword**

| Test ✕ | | | | | |

**Find recommended**

Already Registered? Login here

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- Based on the keywords entered, the system will display relevant categories of interest that you will be notified in relation to.

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**Your recommended/selected areas of interest categories**

You will be informed of all new opportunities advertised under the listed categories below if your registration is accepted upon clicking 'Continue registration'. It is recommended that you check your categories carefully (see disclamer above) so that you don't miss out on opportunities. You can refine selection by clicking on the 'Click to refine' links below.

**Please Note:** Make sure that you check for variations in vocabulary when refining your automatic selections. For example, 'Joinery' is not a keyword in the UNSPSC category set but 'Joiner' & 'Carpentry' are.

**LGSS**

- In addition, will also be required to select your regions of interest.

**Region(s) of Supply**

You can further refine your areas of interest by selecting the regions that you can supply your goods and/or services to. Simply click edit and choose your preferred region(s). For example, if you can supply your goods and/or services throughout the UK then select 'UK'. If however you are more of a local provider then choose a regional diameter that you are comfortable with e.g. UK- North East England.

| Preferred region(s) of supply | Click to refine |
|---|---|
| UNITED KINGDOM | |

- Click on 'Continue registration'.
- The system will then ask you if you want to submit your registration application.

**Confirmation** ✖

Are you sure you want to submit your registration application

**Yes, I am sure**  No, Cancel

- Click 'Yes, I am sure' to submit your application.
- You will be notified by email when your application has been reviewed and your log in details assigned.

![LGSS logo]

## Logging In and Accessing Contract Opportunities

- Go to https://procontract.due-north.com/Login then enter your log in details.
- **Note** – At any time, you can update your categories / regions of interest or other profile details within your existing profile by clicking on 'Edit' against the 'Company details summary' section.
- Click 'Find opportunities', then within the Portals dropdown list, select 'LGSS' and the page will automatically update to display the available opportunites.

Opportunities - Search results                                                        View all national portal opportunities

| Narrow your results | Opportunities |
| --- | --- |

1  2  Next >

| Title | Buyer | Expression Start | Expression End | Estimated value |
| --- | --- | --- | --- | --- |
| Cambridgeshire County Council - Supply of local bus service 34 | LGSS | 29/04/2016 | 13/05/2016 | N/A |
| Cambridgeshire County Council Mediation and Disagreement Resolution Services for children and young people from 0-25 with Special Educational Needs and Disabilities | LGSS | 19/04/2016 | 26/05/2016 | N/A |
| Cambridgeshire County Council Transport Framework 2016 VERSION 2 | LGSS | 13/04/2016 | 19/05/2016 | N/A |
| Disabled Facilities Grant Register of Contractors | LGSS | 15/02/2016 | 13/05/2016 | N/A |
| Dynamic Purchasing System (DPS) for Education (Mainstream) Home To School Transport in Cambridgeshire | LGSS | 28/04/2016 | 09/05/2016 | N/A |
| East Cambridgeshire District Council - East Cambridgeshire District Leisure Centre Management Contract | LGSS | 14/03/2016 | 06/05/2016 | N/A |
| Independent Advocacy Services in Cambridgeshire and Peterborough | LGSS | 23/03/2016 | 02/05/2016 | £7,535,969.00 |
| Intelligent Transport Systems, Framework Agreement | LGSS | 05/04/2016 | 05/05/2016 | N/A |
| LGSS Occupational Health | LGSS | 08/04/2016 | 10/05/2016 | N/A |
| Local Voluntary and Community Sector Infrastructure Support in Cambridgeshire | LGSS | 05/04/2016 | 16/05/2016 | £371,772.00 |

**Narrow your results sidebar:**
- Portals: LGSS
- Organisations: All
- Categories: There are 0 categories selected
  - Add UNSPSC categories
  - Add NHS eClass categories
  - Add CPV categories
  - Add ProClass categories
- Regions: There are 0 regions selected
  - Add new region
- Keywords:

1  2  Next >

- Click on the title you are interested in and then the 'Register interest in this opportunity' button. You will receive an email confirming your registration has been accepted. **This does not amount to you submitting a bid**.
- The register interest button will then be greyed out and you will need to click on 'My Activities' along the top ribbon and then filter by 'LGSS' by clicking 'Update'. An initial message will also pop-up asking you if you would like to access the opportunity immediately. If not, navigate to the activity via the 'My Activities' button.

**LGSS**

Home | Find opportunities | My activities | My contracts | Help ⌄

- Accessing the activity will display a list of project events, an online questionnaire (if applicable) and any associated attachments. It will also allow you to draft and submit your response.

## Drafting and Submitting a Response

- Once logged in, click 'My activities' from the home page
- On the next page, choose 'LGSS' from the dropdown list, click 'Update' and then click the opportunity you are interested in.
- A list of events will then be displayed (screenshot below).



- Clicking 'Start' or Open' against the relevant event will present you with a screen that gives you general information about the opportunity such as closing date / time, description and any associated attachments including the terms and conditions. It also provides you with a number of online questions you have to complete. There is also a messages and clarifications area for you to submit any clarification questions you may have.

- A response checklist is also displayed on screen. You will need to complete all of the required elements before you are able to submit your response.

- You have the option of informing the buyer of your intent to respond or you can also opt out if you wish. The system will still allow you to opt back in at any time.
- Click 'Start my response' (which also indicates your intent to respond) will then display the 'Your response summary' page.
- The system will then display a number of different sections on screen for you to complete e.g. Additional information, Question sets and uploading any Response documentation, files and links (if applicable).

**LGSS**

## Your response summary

❓ Take a tour

### Response information ❓

| | | | |
|---|---|---|---|
| **Supplier:** | Test122 | **Company reg number:** | N/A |
| **Workgroup:** | Test | **Company address:** | Testville |
| **Workgroup contacts:** | | | Testville |
| **Workgroup contacts:** | Test Test | | Northamptonshire |
| | | | United Kingdom |
| **Activity id:** | DN5268252 | | NN4 7YD |
| **Response id:** | R108211206 | **Website:** | None |

### Deadline & time remaining ❓

A response to this activity can be submitted no later than

**26th March 2019 at 6:00 PM** ❓

**Time remaining** ❓

| 10 | 0 | 24 |
|---|---|---|
| Hours | Minutes | Seconds |

### Additional information ❓    ✏️ Edit

You have not started the 'Additional information' section. Click on the 'Edit' link to begin.

### Question sets (1) ❓

| Title | Summary | Progress | Action |
|---|---|---|---|
| 📋 LGSS Training Questionnaire | Optional question set of 8 questions of which 8 are mandatory | ▓▓▓▓▓▓▓▓ | Edit |

### Response documentation, files & links (0) ❓    ➕ Add

No attachments

### Your response ❓    Response history

The checklist below shows the current status of your response to this activity

**This is your response submission progress checklist:**
*So far you have.....*

🟩 Indicated intent to respond (26/03/2019 07:57)

🟩 Started to draft your response to this activity

*Before you can submit your response you need to...*

🟥 Complete the additional information section

🟥 Complete mandatory question sets

🟥 Upload at least one attachment

🟥 Submit your response

*Options currently available to you are.....*

[Submit response]    Opt out

## LGSS

Additional information

- To complete the 'Additional information' section, please click 'Edit'.  You can then enter any relevant information required (non-mandatory fields) and also tick the option to not include anything further. Click 'Save' to then exit the page.

Return to response

### Additional information

Supplier reference (optional) ⓘ

[                    ]

Response information (optional) ⓘ

[                                        ]

Additional comments (optional) ⓘ

[                                        ]

☐ I have read and understood this section and can confirm I am happy not to include any additional information ⓘ

[Save] Cancel

## Question sets

- To then access and complete the question sets (if applicable), click on 'Edit'. The system will display the number of questions which are included within each questionnaire and how many of those are mandatory.
- You are also able to export the questionnaire into Excel. To do this, click on the title of the questionnaire and you will see an 'Export to Excel' option.
- Clicking 'Edit' will then bring you to a screen which looks like the below, where an overview of all questions within the questionnaire is provided.
- **Note** – you may see more than one questionnaire to complete and you may also see questionnaires broken down into Lots. Please refer to the ITT document for further information.

![LGSS logo]

- Individual question / section weightings will also be visible.
- You will also see a helpful key is displayed on the right hand side of the page to assist you, including an ability to flag any questions you wish to review when composing your response.

**Key**

| | |
|---|---|
| 🟢 | The answer provided is valid and complete. |
| 🟠 | The answer has been automatically populated from a previous answer but it must be reviewed before submission. |
| 🔴 | Mandatory elements of this question have not been provided. |
| ⭐ | The question has been flagged for review. |

**NOTE:**

- All mandatory questions must be answered.

- All non-mandatory questions must have been opened and read.

- The questions in green show you which ones you have responded to.

- You will also see a progress bar that shows you the status of your response and this will start to populate once you start to answer the questions.

**LGSS**

Progress (25%)
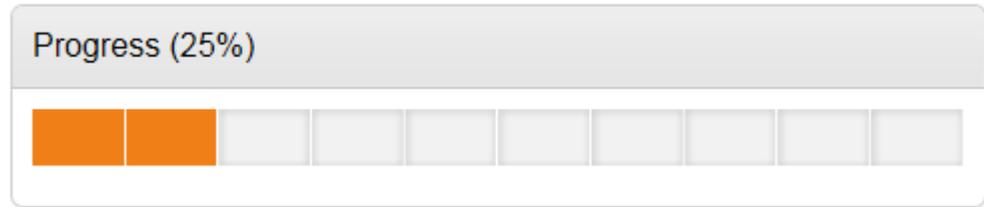


- You will then see an overview of all the questions and can begin responding to them by clicking on 'Answer question'



| CONTRACT 1 | Incomplete section | | Section weight: 0.00% |
|---|---|---|---|
| Name of customer organisation | 0.00% | Answer question | 🔴 |
| Point of contact in customer organisation. Position in the organisation. E-mail address | 0.00% | Answer question | 🟢 |
| Contract start date. Contract completion date. Estimated Contract Value | 0.00% | Answer question | 🟢 |
| In no more than 500 words, please provide a brief description of the contract delivered including evidence as to your technical capability in this market. | 0.00% | Answer question | 🟢 |

- As you answer each question, you can click 'Save & Next' so that your response is saved and you can answer the next question

- When you click on a question to answer the format of the screen will look similar to this:

## SUITABILITY QUESTIONS (PASS / FAIL) - INSURANCE | Question 1 of 1

**Question**

Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:

Employer's (Compulsory) Liability Insurance = £5,000,000 Public Liability Insurance = £10,000,000 Professional Indemnity Insurance = £5,000,000 Product Liability Insurance = £5,000,000 * It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.

**Answer**                                                                 Flag question for review ☐

Yes ⦿ No ○

[ Save and close ]   Save and previous   Save and next

**Weight**

0.00 %

**Help**

This question is mandatory

Potential Providers who answer 'No' will be eliminated from this procurement process.

**Question attachments**

No attachments

- This screen will detail the question, any description beneath, any supplier help, weighting and question attachments. It will also tell you whether the question is mandatory or not.
- There will be an answer field displaying either: a multiple choice selection (e.g. yes / no), the ability to select multiple answers from a drop down list, provide a text response or upload an attachment.
- You can also flag the question for review by selecting the square box.
- Continually do this to work your way through the questions, clicking 'Save and next' as you go.
- When you want to stop, click 'Save and Close'.
- The progress bar will now show you the progress made in completing your response. You can go back to this later and carry on.
- Once all questions have been answered, the progress bar will be full and the questions displayed with a green circle (Status).

- Click the 'Back' button to return to the response summary screen.
- You will be able to add any additional attachments here (if required / mandated) using the Add' button.
- Your checklist will then be complete and you will see that the 'Submit response' button will light up.

**LGSS**

Your response ❓                                          Response history

The checklist below shows the current status of your
response to this activity

This is your response submission progress
checklist:

*So far you have.....*

🟩    Indicated intent to respond **(26/03/2019
08:25)**

🟩    Started to draft your response to this activity

🟩    Completed the additional information section

🟩    Completed mandatory question sets

🟩    Uploaded at least one attachment

*Almost done, all you need to do now is.....*

🟥    Submit your response

*Options currently available to you are.....*

**Submit response**    Opt out

- Once you are happy your response is complete, if you then click the 'Submit response' button. You will then receive an email to confirm that your submission has been received.

**◆LGSS**



## Submit response

Are you sure you want to submit this response?

[Submit response] Cancel

- If you want to edit your response before the deadline, go back to the activity and click on the 'Change Response' button.



Your response (**Version 1 – Submitted**)

Response history

The checklist below shows the current status of your response to this activity

This is your response submission progress checklist:

*You have successfully.....*

■ Submitted your response (**Version 1** – 26/03/2019 08:46)

*Options currently available to you are.....*

[Change Response] View submitted response  Opt out

- Selecting this will then allow you to adjust different elements (attachments, questionnaire answers etc). Once you are happy, submit an updated version of your response by clicking 'Submit response'.

**LGSS**

## Contacting the Buyer

- All communications with the buyer **must** be sent through the ProContract messaging system
- For technical / navigational queries about the system, you may use the electronic ticket logging system which can be found **here.** Remember to include as much detail as possible, label your message as "Urgent" (only if time-sensitive) and include your telephone contact information.
- Alternatively you may contact ProContract by telephone on **0330 005 0352 (9am – 5:30pm Mon to Fri)** or by email to **ProContractSuppliers@proactis.com**
- To access the messaging area, firstly click on 'View all' against 'Messages & clarifications'. All messages (sent & received) will be displayed by default, but you can narrow your filter on the left hand side.
- To send a new message click 'Create New Message', entering details of your message (including any attachments) and click 'Send message'.
- This will be sent directly to the 'Project team' (the Buyer).

**LGSS**

**New message**

**Private recipients**

To: Project team

**Message**

Subject:

Body:

[formatting toolbar: B, I, U, S, alignment, cut, copy, paste options, undo, redo, link, bookmark, image, clock, preview, font color, background color, indent, lists, clear formatting, help]

Attachments: ⊕

**Send message**  Cancel

- When a response is sent to your message, you will be notified of this by ProContract-Notifications@due-north.com and will access the 'Messages & Clarifications' area to view it. A direct link to the message will also be included within the message notification.