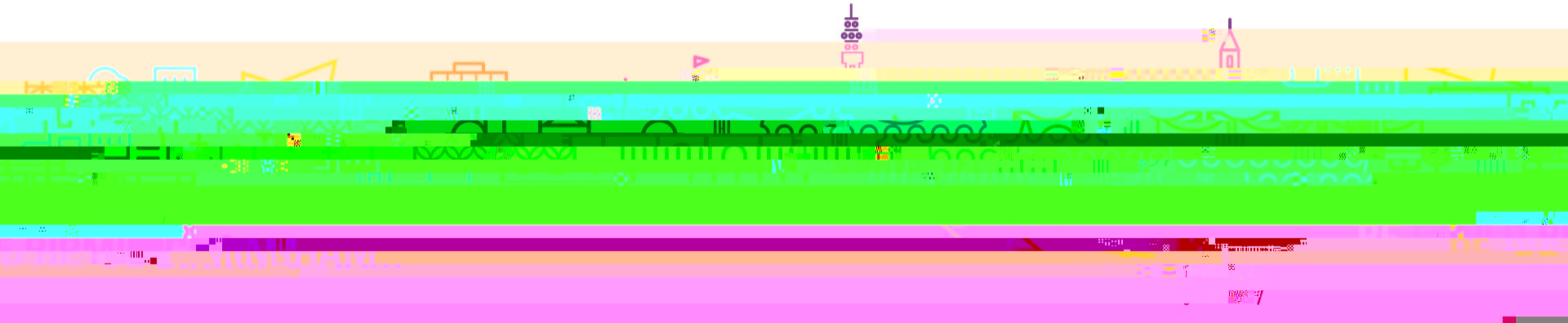
Adult Social Care
Commissioning Strategy 2023+

How to apply for a 2024 Home Support or Quick Discharge Service contract



Before you start

Download a copy of the CareMatch Portal User Guide

User Guide for providers using Care Match Portal | Birmingham City Council

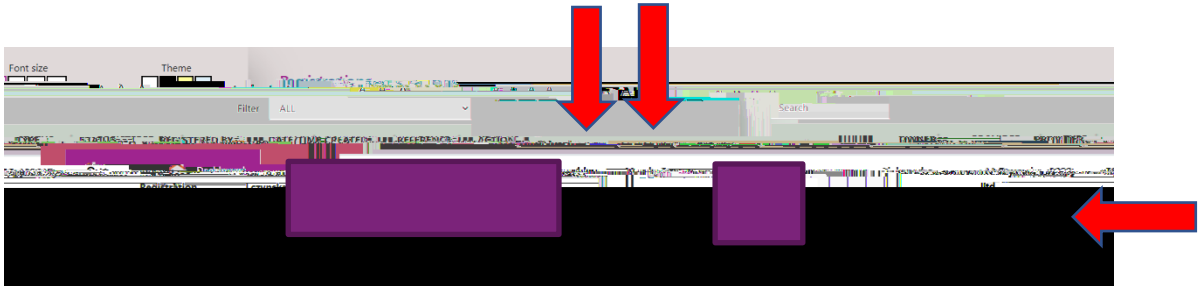
Work out which route you need to use to apply for your contract – please refer to Section 3 of the User Guide, and find the heading –

‘**Selecting the correct route to apply for a contract**’

Before you start – delete old partially completed “Contract” applications

If you are already a user of the CareMatch Portal, go to your registrations table and delete any old “In-Registration” “Contract” applications you may have started in the past.

The screen shot below shows how you can tell if your old application was to add a contract and how to delete it.



Contract information

At the CareMatch Portal log in page, click ‘New Provider – Register here’ button

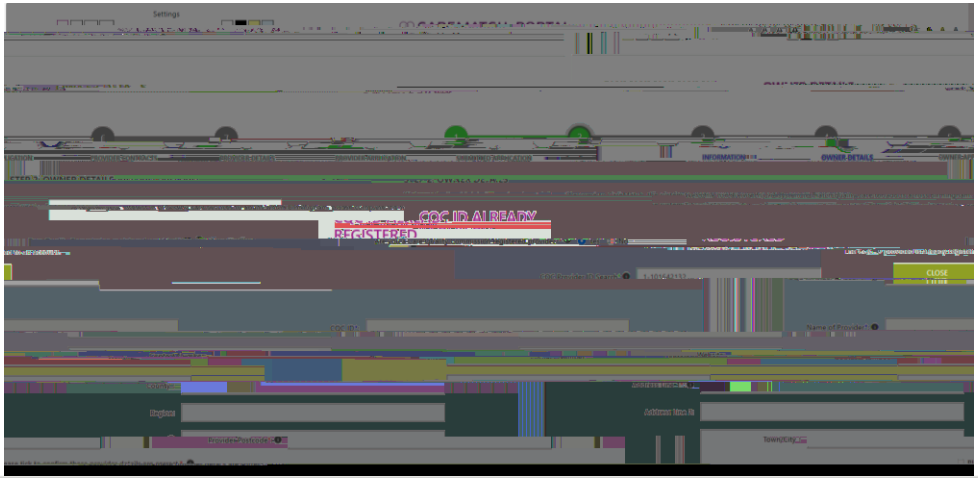
Applying for both Home Support and Quick Discharge Service contracts

If you have never started a contract application with your CQC Provider ID (Contract application route ‘A’ – see User Guide)

Click t

If you see the message below when you enter your CQC Provider ID, it means that an owner account has already been set up in CareMatch Portal.

You must then go to the log in page and enter the email address and password that was used to set up the account. If you don't know those credentials, please refer to the last three slides which give details about 'Technical Support'



If you have previously started a contract application with your CQC Provider ID but have never been awarded a contract
(Contract application route ‘B’ – see User Guide)

Log into CareMatch Portal using the email address and password for your User account.

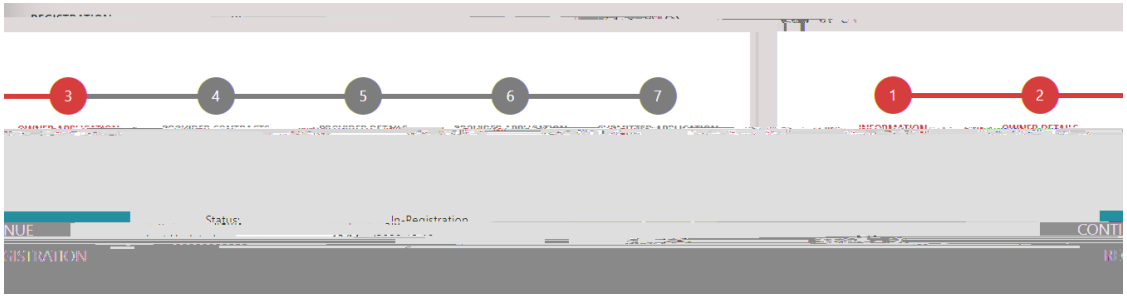
Once logged in, you should be able to continue with a previously started (or completed and rejected) contract application.

If you are not able to proceed with the application, please refer to the last three slides

Returning to a partially completed application (contract application routes ‘A’ and ‘B’)

Log in to CareMatch Portal with the email address and password you entered when you started your application

Click ‘Continue Registration’.



User notifications – Contract Routes ‘A’ & ‘B’

Your User account will have message email notifications turned on so that you can receive important time sensitive communications from our procurement team during the evaluation period.

If you get an email notification, you will also be able to view the correspondence within the system. See section 3.3 of the user guide for further information.

Contract application route ‘C’ and ‘D’
For approved owners with previous contracts

- Before starting your application, please identify which User Account you will be using
- Where more than one User Account has access to a Provider, each can start a contract application – there is a risk of multiple applications.
- If more than one application is submitted for the same CQC location, the latest amended version will be evaluated, see Document 001 – Instructions For Potential Suppliers; section 13.3’
- Users can apply for contracts for all Providers they can see on their dashboard (slide 16), and can add new Providers to an existing Owner (slide 19)
- You can add a new User by following the steps in Section 8.7 of the User Guide. Please note that you can only use an email address once for a User account.

User notifications route ‘C’ and ‘D’

The user who is completing the application for your location should check they have turned on receiving system notifications.

This is so they can receive important time sensitive communications from our procurement team during the evaluation period.

See section 4.5 of the user guide to check if your notifications are turned on.

You have previously been awarded a contract via CareMatch Portal for one of your Providers (CQC Locations), and you want to apply for a new contract for the same Provider (Contract application route ‘C’ – see User Guide)

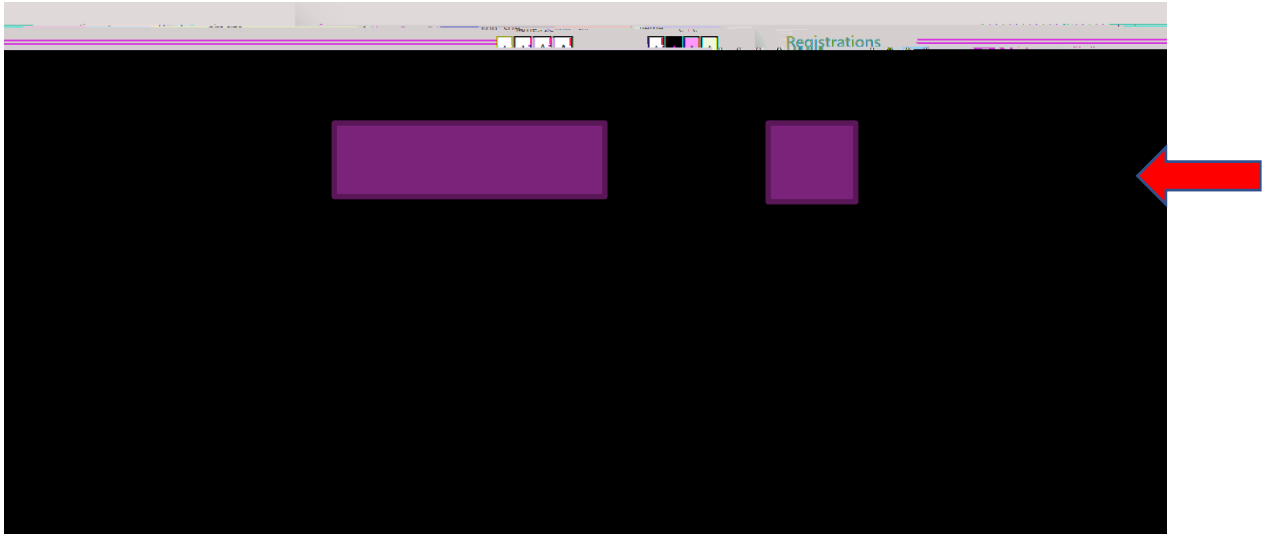
Log in to your CareMatch Portal account to reach your dashboard and go to your ‘My Providers’ page

You are an approved Owner and have been awarded a contract for one of your Providers, and you want to apply for a contract for a different Provider that has not previously been awarded a contract (contract route 'D' – see User Guide)

Log into CareMatch Portal, go to your 'My Providers' page and click 'New Provider'.

Then follow the steps in Section 8.2 and 8.3 of the User Guide

If you wish to delete any unsubmitted registration you have created, you can do so by clicking the ‘X’ next to it.



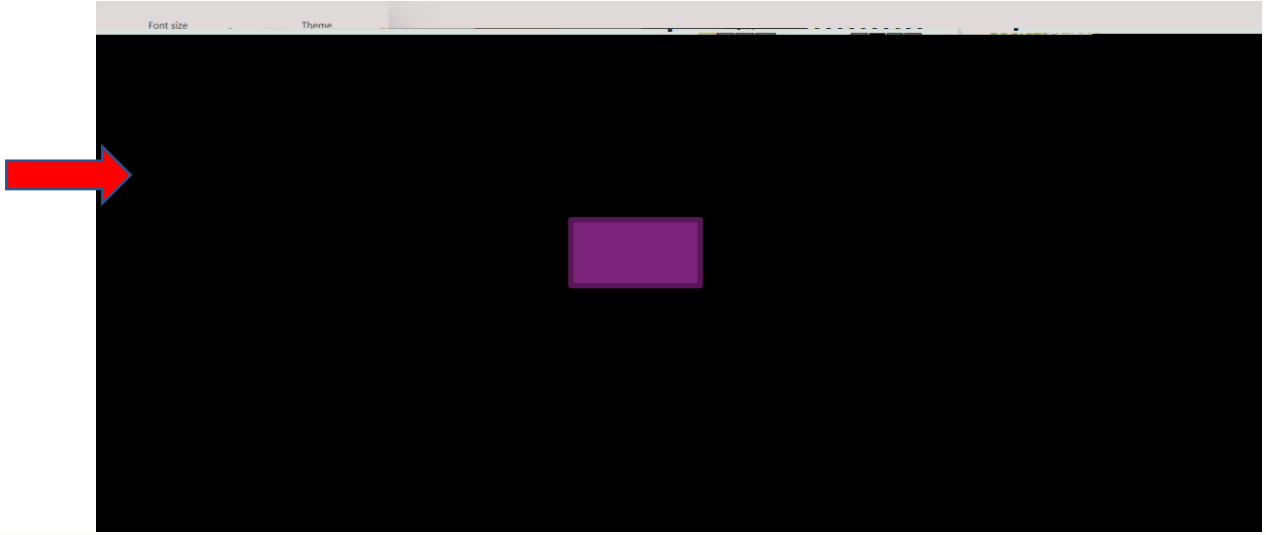
1. Should you have questions about the procurement exercise or how to complete the Questionnaire, you should check the relevant guidance document which is available from the list of dropdown documents under each contract heading on the CareMatch Portal (see Slide 6): Contract information

2. Check the Clarification Log to see if your question has already been asked and answered:Tender opportunities | Tender opportunities | Birmingham City Council

3. Raise a clarification via the Questions function in the CareMatch Portal. The answers to these questions will be published regularly here:

Tender opportunities | Tender opportunities | Birmingham City Council

These should be raised via the ‘Questions’ page, reached from your menu on the Dashboard whilst you are working on a registration. The use of the Question function is explained in Section 3.2 of the User Guide

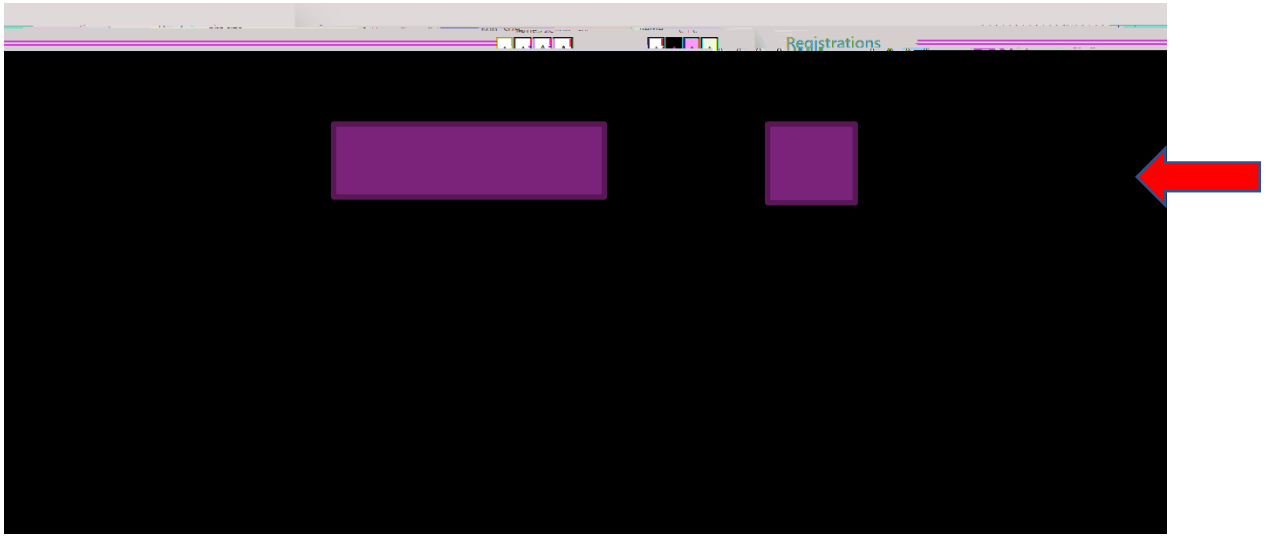


Amending your contract application after you have submitted it (routes A and B)

Until the tender closes, you can still amend your application, which

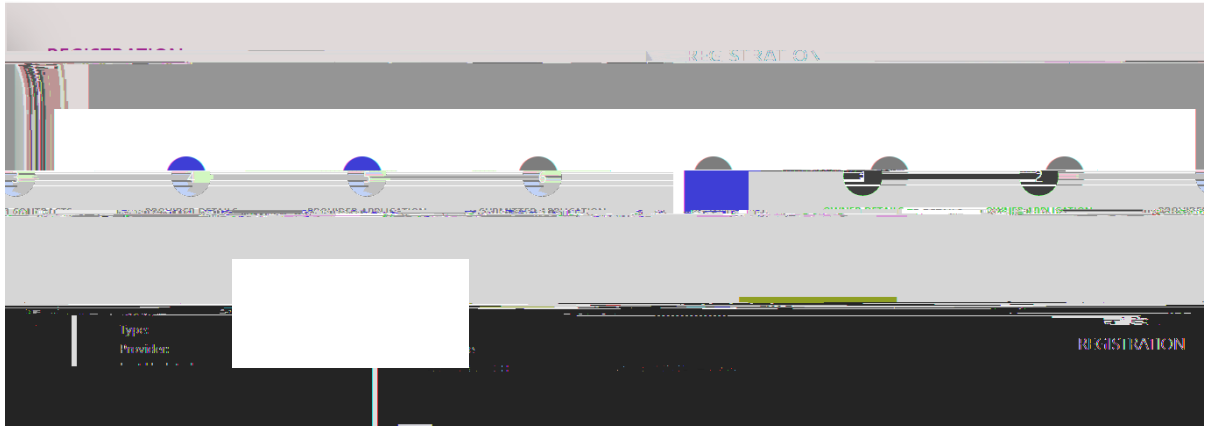
Amending your contract application after you have submitted it (routes C and D)

Go to the registration by clicking on the magnifying glass next to it



Amending your contract application after you have submitted it (routes C and D)

Click ‘Update Registration’ to open it



If you can’t log into your CareMatch Portal account

If something is preventing you from starting a registration

If something is preventing you from returning to a partially completed registration

If you have any other problem making CareMatch Portal work

1. Review the tender instructions document and any guidance in the CareMatch Portal, to check you are entering the correct type of information.
2.

3. Check the Clarification Log and bulletins, as we may have published some further information already to support you:

Tender opportunities | Tender opportunities | Birmingham City Council

4. Only after you have attempted to resolve your technical issue using the above support, should you contact the Council's Market Intelligence Team via email at:

marketintelligence@birmingham.gov.uk

In your email requesting technical help, please include the email address you are using to log in to CareMatch Portal and, if applicable, the Registration number of the contract application you are having problems with (you can find the number on your Registrations page). Please ensure you give as much detail as possible in your email, including screenshots where possible and which stage of the process you are stuck at.