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Introduction

A. Purpose of this guidance

The purpose of this document is to provide guidance to those bidding for funding through the Care and Support Specialised Housing Fund 2013-18 using the Investment Management System (IMS).

This document has been updated for phase 2 of the programme which was launched on 17th February 2015.

Other IMS guidance can be found at the following address on GOV.UK: 

B. Department of Health Care and Support Specialised Housing Fund - Bidding in IMS

The Department of Health Care and Support Specialised Housing Fund will operate within HCA’s Offers environment within IMS.

- Bidding for phase 2 of the programme is currently open until noon on the 29th May 2015.

- Bidding is open to all organisations who are, or intend to become, qualified as HCA Investment Partners.

- Organisations that are not already qualified as Investment Partners with the HCA will need to submit an application for qualification. Further information on Investment Partner qualification can be found on GOV.UK –  

- Organisations interested in bidding but who do not have access to IMS should e-mail the following address to request a registration pack - bids.csdh@hca.gsi.gov.uk

- Bids should only be made on named schemes where plans are far enough advanced to give some certainty of delivery and where local authority agreement for the proposals has already been achieved.

- Each scheme forming part of the bid should be listed under a separate Offer Line. (The process of doing this is fully explained later in this guidance)

- Care and Support phase 2 will utilise the same Offer Type as the first phase of the programme. Organisations that already have an existing Care and Support offer under phase 1 will be able to create new Offer Lines within their existing Care and Support offer and should go straight step 3 of this guidance.

- In line with the priority for phase 2 for mixed tenure (affordable and private market) schemes, a new tick box has been added the Products tab within the Offer Line for bidders to identify these schemes. See section 3.3.6 for details.
C. IMS Themes

Please note: This guidance has been produced using screen shots of IMS viewed via the Luna Blue theme. To select this theme, select **Tools menu > Themes > Luna Blue Theme > Save**

D. User Support

For help accessing the IMS system or to report a problem, please contact the helpdesk on **01908 353604**

For other queries, please contact the appropriate HCA Operating Area Office:


E. Related Documents

- Care and Support Specialised Housing Fund phase 2 prospectus
- Affordable Housing Capital Funding Guide
- IMS Help Page – contains IMS Users Guides
1. Creating Your Partnership for Care and Support Bidding

In order to submit bids through IMS, bidders are required to set up a partnership record in IMS to enable Offer entry.

*Note: Bidders with an existing 2011-15 programme period partnership will not need to complete this step again.*

1.1 Accessing the Offers system

From the main IMS screen select **Offers > Offers System**

![Offers System](image1)

1.2 Creating a Partnership

In the Offer System screen select **Partnership:**

![Partnership](image2)

Then click on the ‘Plus’ icon to create a new Partnership record.

![Create new record](image3)
1.3 **Select the Partnership period**

The following box will appear. Care and Support Offers are delivered under the 2011-15 partnership period and so bidders should select '2011-15' from the available options, and then click Ok.

![Partnership Periods selection](image)

1.4 **Naming the Partnership**

Choose a name for the partnership in the first available box (The name chosen needs to be unique, therefore, if the one chosen is a duplicate, IMS will ask for it to be amended).

![Partnership screen showing example Partnership name entered](image)
1.5 **Saving the Partnership**

After entering a partnership name, click ‘Save’ and the Partnership record will then be created.

![Partnership screen showing the completed record](image)

1.6 **Adding other organisations to the Partnership**

If other organisations are involved in the bidding Partnership these can be added to the Partnership record by clicking the ‘New’ button, and then entering the organisation’s provider code and selecting the relevant Organisation Type from the drop-down list.

1.7 **Completing the Partnership record**

Once each selection has been made the bidder should select the ‘Save’ button to finalise their partnership. Any amendments can still be made using the ‘Delete’ button and then adding another row in to replace it.

Once the Partnership record is complete press the ‘Cancel’ button to exit this screen.
2. Creating an Offer

In order to create a bid for phase 2 of the Care and Support programme, bidders will need to create an Offer.

Note: Bidders who already have a Care and Support allocation under phase 1 will not need to create a new Offer for their phase 2 bid and can move directly on to creating the Offer Lines (see section 3).

2.1 Create an Offer

Click on the ‘Offer’ button shown below to begin this process.

If no previous Offers have been created the following message will be displayed.

2.1.1 Click the ‘Plus’ icon to create a new record and the following screen will be presented. The first task is to pick the relevant partnership name from the drop down menu.
2.2 Adding an Agreement

Once the Partnership has been selected the Agreement box will be activated. Click on the icon to create a new agreement. Choose a suitable name for the agreement and then click ‘Save’. Now return to the Offer screen.

![New Agreement screen](image)

New agreement screen – completed as example

2.3 Selecting the Offer type

From the Offer Type dropdown list bidders must pick the **Care and Support** option as shown below. Other options are available for selection but it is **essential** that bidders select the **Care and Support** route.

![Offer type](image)
2.4 Naming the Offer

Give the Offer a name and then click Save.

Offer screen completed for Care and Support

The Offer for Care and Support bidding has now been created – click the Cancel button to return to the main screen and bidders can now move onto Creating Offer Lines for the specific schemes of their bid.
3. Creating Offer Lines and Profiles within your Offer

Now that the Offer has been created, bidders will need to create an Offer Line for each bid that they want to submit. Each Offer Line must represent a specific scheme in a local authority. One Offer Line should be submitted for each individual scheme to be bid for.

3.1 Adding an Offer Line

Click on the Offer Line icon from the top menu bar and then choose the ‘Plus’ icon to begin to create the first Offer Line.

3.1.1 Bidders should select their Partnership and Offer from the appropriate dropdown menus, and give the Offer Line a descriptive name so that it is easily identifiable when referring back to it on IMS.

Example Offer line screen creation
3.2 Completing the Offer Line Geography tab

The only tab available, at this point, in the lower part of the screen is **Geography**.

3.2.1 Bidders should select the HCA Operating Area where the scheme is located and then select the relevant local authority code. **If you are unsure of which HCA Operating Area your scheme is located in please contact** Enquiries.CSDH@hca.gsi.gov.uk

The local authority code can be found by ‘right-clicking’ in the local authority box and typing in the local authority name in the search screen which opens as shown below.
3.2.2 Return to the Geography tab and press ‘Save’. This will activate the next two tabs: Products and Site. [Scheme and Client Groups and Provider Contributions tabs are ‘greyed out’ for now but will be activated after completing the Site information]

3.3 Completing the Offer Line – Products tab

3.3.1 On the Products tab, click on the ‘Plus’ icon in order to create a new sub product. This allows bidders to enter key features of the Offer Line such as the number of units, funding requested, revenue income generated on the scheme, size and mix of units and the delivery timetable.

Upon opening the screen, the first information required is the Sub Product. The dropdown menu has two options: Care and Support - Affordable Rent or Care and Support – Affordable Home Ownership. Choose the appropriate option for the scheme and then enter the number of units and the amount of funding requested.

[Please note: a scheme can contain both Affordable Rent and Affordable Home Ownership units, complete all of the details for the Affordable Rent units and then repeat the process for the Affordable Home Ownership units when necessary]
Once this information has been entered, click the ‘Save’ button. This will activate the three relevant tabs of Revenue Income, Unit Size and Mix and Delivery Profile within the Offer Line Sub Product screen.

3.3.2 Complete each of the white boxes in the Revenue Income tab with figures that have been estimated for the scheme. There are four boxes to complete for Affordable Rent sub products and one to complete for Affordable Home Ownership. The Affordable Rent % of market rent box will be populated automatically upon clicking ‘Save’.

Offer Line Sub Product screen – Revenue tab showing a completed example for Affordable Rent

Next click the Unit Size and Mix tab, and add the number of units into each of the boxes as relevant for the bid. For Care and Support, bidders must set the number of units for the ‘Supported and Older People’ category to equal the total number of units Sub Product.

Offer Line Sub Product screen – Unit Size and Mix tab
3.3.3 The final tab to complete in the Offer Line Sub Product screen is **Delivery Profile**. Bidders should complete the timetable to show in which quarter the units will start and in which quarter they will complete. There are checks in place within IMS to ensure that the payments entered alongside the two milestones are as set by the payment controls (i.e. 50% split of the funding requested).

![Offer Line Sub Product screen – Delivery Profile tab completed example](image)

*Offer Line Sub Product screen – Delivery Profile tab completed example*

[Note: Payment Rate and Capital Contributions are not relevant to this bidding process and so are ‘greyed out’.]

3.3.4 Once all of the relevant Sub Product details have been entered for the scheme, save the record and then return to the Product tab on the Offer Line screen.
3.3.5 Add the total number of units into the Firm units box as indicated by the arrow in the diagram above, and then save.

3.3.6 Bidders intending to deliver mixed tenure (affordable and private market housing) schemes should mark the box at the bottom of the Products tab in order to identify these schemes in their bid.

3.4 Completing the Offer Line Site tab

Now that the Products tab has been completed, bidders should complete the Site tab, for their scheme.

3.4.1 Click the ‘Plus’ icon on this screen to open up a new window to enable information on the scheme site to be entered. This can be seen in the next screenshot where the Offer Line name has been pre-filled.
3.4.2 Click on the ‘Plus’ icon alongside the Site ID box to open the New Site screen to enter the specifics of the site.

3.4.3 Enter the Site description and relevant Local Authority Code and then click ‘Save’. The Site record has now been created and the ‘General’, ‘Geography’ and ‘Section 106’ tabs are available for completion.

3.4.4 The **General** tab should be completed by bidders answering each of the dropdown questions as appropriate to the scheme.
3.4.5 Once the General tab is complete, click across to the next tab, Geography, which captures details of the site’s location. Enter the O.S. co-ordinates and the postcode for the site in the box provided (an example of this is shown in the screenshot below). IMS will then populate the other fields with all of the data on that particular location from the HCA’s spatial intelligence system. If a valid postcode is not known this field can be left blank. Once this tab is complete, click ‘Save’ and proceed to the Section 106 tab.

[Note: The Rural Community information box on this screen will be auto-populated from the O.S. co-ordinates provided, if a bidder wishes to challenge this information they can update the Provider rural classification field and enter a relevant comment].

3.4.6 On the Section 106, enter Yes or No as to whether these units are being delivered through a s.106 planning agreement, and then complete the other questions as appropriate. Select ‘Save’ and then ‘Close’ to complete this section.

3.4.7 Bidders are now returned to the Offer Line Site summary screen. Enter the number of firm units for the Offer Line and then click ‘Save’.
The Site information is now complete, and the next tab in the Offer Line screen, **Scheme and Client Groups** is activated.

### 3.5 Completing the Scheme and Client Groups tab

On this tab bidders are required to enter data appropriate to their scheme including the design type, revenue funding, planning status, client group and scheme costs.

#### 3.5.1 Bidders should complete all sections on this screen and then press ‘Save’. This will activate the next tab, **Provider Contributions**.
3.6 Completing the Provider Contributions tab

This tab sets out the other sources of funding that will be used alongside HCA grant funding to deliver the scheme.

3.6.1 Bidders should select whether the scheme is receiving public subsidy in the form of free land, and then enter relevant amounts, along with a comment, against the appropriate contribution heading. This is totalled at the foot of this screen to be the total balance funded by the provider.

![Offer line – Provider Contributions tab completed as example](image)

3.6.2 There is a validation on this screen that ensures the total funding requested added to the balance to be funded by the provider is equal to the total scheme costs listed on the Scheme and Client Groups tab.

If the details entered fail this test a validation error screen (as shown below) will be displayed and will require bidders to adjust their figures to correct this.

![Validation](image)
4. Validating and Submitting your Bid

4.1 Offer Line validation

Once all of the required bid information in Offer line has been completed it must be validated to ensure that there are no errors in the data entered. To do this, click the ‘Validate’ button located at the bottom of the screen.

If there are any errors on the Offer Line which require action a message such as the example below will be returned giving details of the required steps.

Example Offer Line validation error message

4.1.1 Once the Offer Line has been validated without errors the following message will appear.

The Offer Line status at the top of the screen will now become green and Valid.

Repeat the process of Offer Line submission for each of the offer lines that are to be included in the bid. Once all are complete and valid, bidders should return to their Offer
4.2  **Offer validation**

Once all Offer Lines have been validated bidders should return to the Offer screen to validate and submit the Offer as a whole.

4.2.1 When bidders are ready to submit their bid they should press the ‘Validate’ button at the foot of the screen to make sure that there are no errors. As with the Offer Line, if all data is valid and correct a message will be displayed stating ‘Offer data validated with no errors’. If there are any errors in the data which require action a message detailing these will be displayed.

4.3  **Submitting the Offer**

Once the Offer has been validated it can be submitted to the HCA for assessment by clicking the ‘Submit button’.

On pressing ‘Submit’ a list of requirements that need to have been completed prior to bid submission is displayed. Once all of these requirements have been completed, bidders can insert a short submission statement in the comments box and then select Enter – the Offer will now be submitted to the HCA.

4.3.1 To check that the bid Offer has been submitted, select the Audit button on the Offer screen. The following screen will then appear showing the Status as ‘Submitted’

Care and Support is a bidding competition, the HCA and Department of Health will not examine any bids submitted until after the submission deadline has passed (noon, 29 May 2015).