

To: Finance, Resource and Customer Services Policy Board

On: 18 April 2024

Report by: The Director of Finance and Resources and the Director of Environment, Housing and Infrastructure

Heading: Contract Award: Sheltered Housing Warden Call General and Reactive Maintenance MTC (RC-CPU-23-154)

1. **Summary**

- 1.1 The purpose of this report is to seek the approval of the Finance, Resources and Customer Services Policy Board to award a Measured Term Contract for Sheltered Housing Warden Call General and Reactive Maintenance (RC-CPU-23-154) to Robertson-Acom Limited.
- 1.2 The recommendation to award a Measured Term Contract follows a procurement exercise conducted in accordance with the Public Contracts (Scotland) Regulations 2015 for an above Threshold Services contract and the Council's Standing Orders Relating to Contracts January 2024 using the Open Procedure.
- 1.3 A Contract Strategy was approved by the Interim Corporate Procurement Manager and the Head of Facilities and Property Services on 21 December 2023.
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2. **Recommendations**

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board:

- (a) Authorises the Head of Corporate Governance to award a Services Contract in the form of SBCC Measured Term Contract for use in Scotland, MTC/Scot (2011 Edition) incorporating the Council's Employer's Amendments for Sheltered Housing Warden Call General and Reactive Maintenance MTC (RC-CPU-23-154) to Robertson-Acom Ltd;
 - (b) Authorise the Contract Period of 3 years, with the Council having the option to extend the Contract Period for a further 12 months on two separate occasions. The Contract is anticipated to start on 20 May 2024. The actual start date will be confirmed in the Letter of Acceptance;
 - (c) Authorise an Approved Contract value up to £300,000 excluding VAT for the Contract Period (initial and both extension periods, where used); any Orders to carry out works will be raised by the Council as and when required and;
 - (d) Note that Robertson-Acom Limited is required to enter into a Data Processor Agreement with the Council.
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3. **Background**

- 3.1 This procurement exercise is for the appointment of a suitably experienced contractor to provide maintenance for the current Warden Call system and provide reactive repairs at the Council Sheltered Housing complexes.
- 3.2 Warden Call is the generic term for the system (hardware and software) which allows residents in the Council sheltered accommodation units to be linked 24 hours a day via alarms, when triggered either via pull cords/handsets located within the property or pendants worn by the residents. The sheltered housing officer who will be situated either in the same unit or in an adjacent sheltered accommodation unit is alerted and is then able to provide emergency assistance on receipt of the alarm notification. Environment, Housing and Infrastructure Services are responsible for the maintenance and management of all reporting.

- 3.3 To initiate this procurement process, a Contract Notice was published on Find-a-Tender Service via the Public Contracts Scotland advertising portal on 12 January 2024, with the tender documentation available for downloading from the Public Contract Scotland – Tender portal from this date.
- 3.4 During the live tender period, ten organisations expressed an interest. By the closing date set for the return of electronic tender submissions, 12 noon on 16 February 2024, four organisations submitted a response, four declined to respond and two organisations failed to respond.
- 3.5 Tenderers were required to complete a Single Procurement Document (SPD) to be submitted with their submission. All four tender submissions were evaluated against a pre-determined set of criteria in the form of the SPD by representatives from the following Council services: Property Services, the Corporate Procurement Unit, Corporate Risk and Corporate Health & Safety.
- 3.6 All four tender submissions complied with the minimum criteria within the SPD. The four tender submissions were each evaluated against the Award Criteria of 40% Quality and 60% Price.
- 3.7 The scores relative to the Award Criteria for each of the four tender submissions are noted below:

		Quality (40%)	Price (60%)	Total (100%)
1	Robertson-Acom Limited	40.00%	60.00%	100.00%
2	Legrand Electric Limited	24.50%	59.10%	83.60%
3	Invincible Security Ltd.	23.25%	47.11%	70.36%
4	Tunstall Healthcare (UK) Limited	23.75%	44.15%	67.90%

- 3.8 The evaluation of tender submissions received identified that the tender submission by Robertson-Acom Limited was the most economically advantageous tender.
- 3.9 The form of Contract is SBCC Measured Term Contract for use in Scotland, MTC/Scot (2011 Edition) incorporating the Council's Employer's Amendments.

- 3.10 The costs for the Sheltered Housing Warden Call General and Reactive Maintenance Contract will be met from the Environment, Housing and Infrastructure Services revenue budget.
- 3.11 Community Benefits were requested from Tenderers as part of the tender process and Robertson-Acom Limited has committed to delivering the following community benefits:

Community Benefit Description	No of People / Activity
Work Experience Placement for an individual aged 14+ years of age	2
Industry Awareness Events	2
Business advice/support to an SME / Social Enterprise / Voluntary Organisation	1
Financial Support for a Social Enterprise within Renfrewshire	1
Financial Support for a Community Project/Group	1

Implications of the Report

1. **Financial** - The cost of up to £300,000 excluding VAT (over the initial 3 year period plus a further two extension periods of one year each) will be met through the Housing Revenue Account budget.
2. **HR & Organisational Development** – None directly arising from this report.
3. **Community/Council Planning** –
 - **Place** – working together to enhance wellbeing across communities – Sheltered Housing Warden Call General and Reactive Maintenance contract will ensure a safe environment for the residents.
 - **Economy** – building an inclusive, green and resilient economy (matching people, skills and opportunities) - Community Benefits contribute to creating sustainable employment opportunities for people who live in Renfrewshire and encourage growth of businesses already operating ensuring that all people can benefit from the inclusive growth in Renfrewshire.

- **Fair** – nurturing bright, happy and healthy futures for all - Working with a range of partners to support the improved health and wellbeing of our citizens and reducing inequalities in Renfrewshire, focusing on supporting our communities through the cost-of-living crisis with dignity and empowering people to live fulfilled lives. Tenderers were assessed within the procurement process regarding their approach to Fair Work First throughout their organisation and supply chain i.e. payment of the living.
- **Green** - leading Renfrewshire to Net Zero.
- **Living our values** – making a difference together – Robertson-Acom Limited has committed to deliver Community Benefits as set out within 3.9 of this report.

4. **Legal** – The Procurement of this Contract was conducted in accordance with The Public Contracts (Scotland) Regulations 2015 and the Council’s Standing Orders relating to Contracts January 2024.
5. **Property/Assets** - By awarding this Measured Term Contract, the Council will have the ability to carry out statutory maintenance and repairs on a reactive basis to the current warden call equipment within sheltered housing complexes. The Sheltered Housing complexes are already assets of the Council.
6. **Information Technology** – None directly arising from this report
7. **Equality & Human Rights** – the recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals’ human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council’s website.
8. **Health & Safety** – Robertson-Acom Limited health and safety credentials were evaluated by Corporate Health and Safety and met the Council’s requirements regarding health and safety.
9. **Procurement** – The procurement procedures outlined within this report ensures that the Council meets its statutory requirements in respect of procurement procedures, efficiency, and modern Government.
10. **Risk** – Robertson-Acom Limited insurances have been evaluated by Corporate Risk and Robertson-Acom Limited insurances meet the requirements regarding insurable risk prior to contract award.

11. **Privacy Impact** – A Data Processor Agreement has been included as a requirement for this Contract. Robertson-Acom Limited have confirmed compliance with the form of the Data Processor Agreement. No Data Protection Impact Assessment (DPIA) is required for this contract, as this does not involve new technologies or other ways of processing personal data.
12. **Cosla Policy Position** - None directly arising from this report
13. **Climate Risk** – The level of impact associated with provision of these works have been assessed using the Scottish Government Sustainability Test and is considered to be overall low risk.

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