



Scotland Excel

To: Executive Sub Committee

On: 26 October 2018

**Report
by
Director Scotland Excel**

Tender: Technology Enabled Care

Schedule: 31/17

Period: 1 January 2019 – 31 December 2019 with the option to extend for three further one-year periods to 31 December 2022

1. Introduction and Background

The current Telecare and Telehealth Technologies framework will expire on 31 December 2018 and has been in place since January 2015. This recommendation is for the award of a renewal framework (renamed as Technology Enabled Care) which will commence on 1 January 2019 until 31 December 2019 with an option to extend for up to a further three one-year periods until 31 December 2022. This framework will enable councils, health & social care partnerships and associate members to procure technology enabled care and ancillary monitoring services to maintain, promote, and support independent living.

The framework will allow for four annual break clauses and will exercise Regulation 72 of the procurement regulations to allow a digital specification to be added to the framework during the four-year duration. This framework will therefore meet current requirements of members in addition to being flexible to respond to changing digital requirements

The new framework, as well as supporting the transition from analogue to digital infrastructure, has been expanded to offer more solutions to enable independent living.

The framework will provide more comprehensive location and lifestyle monitoring services, plus additional provision of consumer grade home health monitoring peripheral devices to help reduce unnecessary routine admissions to primary and secondary healthcare.

The report summarises the outcome of the procurement process for this national framework arrangement.

2. Scope, Participation and Spend

In developing the strategy for this renewal framework, Scotland Excel has taken on board the feedback received from the User Intelligence Group (UIG) and principle stakeholders. As agreed by the UIG, the range of products currently available has been extended and additional lots were added to reflect future requirements.

Table 1: Lotting Structure

<i>Lot Number</i>	<i>Description</i>	<i>Estimated % of Spend</i>
1	Dispersed alarm units	36
2	Alarm triggers	18
3	Peripherals and accessories	5
4	Health and care peripherals	5
5	Environmental devices	14
6	GPS devices with ancillary monitoring and telecare mobile phones	6
7	Lifestyle monitoring with ancillary monitoring service	9
8	Key storage compartments*	1
9	Warden call systems, for grouped housing*	4
10	Alarm receiving centre systems*	2

* indicates new lots

As detailed in Appendix 1, 32 councils/health and social care partnerships, three health boards and three housing associations have confirmed that they will participate in this framework.

The forecast annual spend across participating members is £5.7m and the framework was advertised at an annual value of £6.3m to allow for growth within participating members.

3. Procurement Process

A UIG consisting of representatives from participating members endorsed the procurement strategy on 16 November 2017. In addition, a working group of technical representatives was formed to review the lot structure, technical specifications and participate in the evaluation.

A Prior Information Notice (PIN) was published on 17 June 2017 seeking interest from suppliers who can offer next generation digital ready solutions. A second notice was published on 5 April 2018 this was for all suppliers who could offer a Technology Enabled Care solution. This market engagement resulted in 11 supplier meetings. Thereafter, in order to ensure maximum competition, the UIG agreed that an open tender process should be followed to establish the framework.

The Contract Notice was published via the Official Journal of the European Union and the Public Contracts Scotland portal (PCS) on 29 June 2018 with the tender documentation being made available for immediate download on the same day via the Public Contracts Scotland Tenders (PCS-T) system.

The procurement process followed a two-stage tendering procedure. At the first stage, tenderers' European Single Procurement Document (ESPD) responses were assessed against financial capability, technical/professional capability and business probity requirements. Bidders were required to pass this stage to be eligible for award.

At the second stage, offers were evaluated against the following criteria and weightings and technical criteria breakdown shown in table 2.

Table 2: Technical Scoring Breakdown

Area	Question	Maximum points available
Commercial 60%		
Technical 40%	Product Development	12
	Product and Service Support	12
	Sustainability	10
	Community Benefits	4
	Fair Work Practices	2

Within the technical section, bidders were required to evidence their knowledge and experience by responding to a number of method statements. In addition to these questions, bidders were asked to provide added value suggestions.

Bidders were also asked to confirm which council areas they had the ability to service.

Within the commercial section, bidders were invited to offer on a lot by lot basis and provide prices for a range of the most commonly purchased technology enabled care products. Fixed pricing was required for the initial period of the framework, with further options for bidders to confirm if they were willing to offer longer periods of fixed pricing and non-core discounts.

4. Report on Offers Received

The tender document was downloaded by 32 organisations, with 17 tender responses received. A summary of all offers received is provided in Appendix 2.

Based on the criteria and scoring methodology set out in the tender document, a full evaluation of compliant offers was carried out, with all bidders passing the ESPD stage of the evaluation. Appendix 3 sets out the scoring achieved by each bidder.

The offers received within Lot 10 (Alarm Receiving Technology), could not be equally evaluated on a like for like basis, as per the evaluation methodology, due to changing nature of current technology available. As a result of this, lot 10 has not been recommended for award. Further engagement will be carried out to identify the most appropriate method for local authorities to purchase this technology

5. Recommendations

Based on the evaluation undertaken, and in line with the criteria and weightings set out above, it is recommended that a multi supplier framework arrangement is awarded to 14 suppliers across the nine lots as outlined in Appendix 3.

The 14 recommended suppliers can meet operational requirements, provide a range of choice, innovation and alternative solutions to technology enabled care. This will also represent a mix of small, medium and large organisations, with 11 of the recommended suppliers classified as SMEs.

6. Benefits

Savings

Scotland Excel conducted a benchmarking exercise for each member and the results of this benchmarking are detailed in Appendix 1.

This was based on a package of commonly purchased items and compared the current prices for that package to the lowest cost option for that package under the new framework. All suppliers have agreed to service each council area.

This benchmarking exercise projects an average saving of 9.1% for members and associate members, equating to a total saving of approximately £516,000 per annum. Savings have been benchmarked against a like for like comparison of current analogue devices.

It should be noted that each individual member could achieve additional savings through conducting mini-competitions.

Price Stability

All suppliers have agreed to the stated fixed price period. Provision thereafter is for price reviews on an annual basis, with price increase requests evaluated against prevailing market pricing, tracked in accordance with Scotland Excel's indexation model and supporting documentary evidence.

In addition to the mandatory fixed pricing period, 11 suppliers have offered further additional fixed pricing periods ranging from a further twelve-month period, twenty-four-month period to the lifetime of the framework.

Sustainable Procurement Benefits

Within the technical section of the tender, the sustainability method statement assessed bidders in relation to their corporate approach to sustainability and how their organisation promotes recycle, reuse and reduce initiatives to minimise the impact of the supply chain on the environment. A range of sustainable measures were outlined by suppliers including;

- British, European and International Standards (BS EN ISO) 14001 accreditation or equivalent (for environmental management systems).
- Implementing circular economy initiative, recycling and refurbishment where possible. One supplier confirmed that all parts (working or broken) can be returned for possible repair or refurbishment and repair in new equipment.
- Packaging reduction – one supplier stated that 85% of packaging is recycled and another confirmed that they have reduced packaging by 70%.
- Ethical sourcing of materials.

In addition, five of the recommended suppliers said they will consider utilising supported businesses in their supply chain. One supplier has scope to continue working with Haven Enterprises in Falkirk. Scotland Excel will encourage use of supported businesses throughout the lifetime of the framework

Throughout the lifetime of the framework Scotland Excel will continue to engage with members and suppliers to ensure that advances in technology,

particularly in relation to digital technology, are incorporated into the framework in order that members can easily access the latest products.

Community Benefits

All recommended suppliers have agreed to deliver a specified level of community benefit points within each council area. These points will be commensurate with the level of spend achieved in that council area. This approach will give members the opportunity to agree with suppliers the specific benefits that will best support their local area.

On an annual basis, Scotland Excel will calculate which annual spend thresholds have been met based on submitted management information and will provide this information to relevant suppliers and local authorities.

When suppliers meet the minimum annual spend threshold for an individual local authority, they will discuss with the relevant community benefits lead to finalise the specific benefits that they are offering under this framework.

In the published tender documents, bidders were given a list of indicative community benefits that could be agreed with local authorities. Examples of the indicative benefits which were conveyed to suppliers were:

- Fundraising
- Community volunteering
- Training sessions
- Employability workshop
- Donation of materials and/or labour
- Sponsorship
- Donation of IT equipment
- Health and wellbeing workshop

Fair Work Practices including the Living Wage

Suppliers were asked to describe how they would commit to fair work practices for workers (including any agency or sub-contractor workers) engaged in the delivery of this framework. Responses described a commitment to:

- Support staff development
- Support flexible working
- Promote equality
- Provide training
- Support progressive workforce engagement matters

Furthermore, suppliers were asked to confirm their ability to pay the Scottish Living Wage. Details are included in Appendix 4.

Scotland Excel will continue to monitor Fair Work within its contract and supplier management programme. Scotland Excel will work with all awarded suppliers who do not yet pay all staff the Scottish Living Wage to encourage them to achieve this.

Other Benefits

In addition to the benefits mentioned there are intrinsic social benefits included within the framework. There is the potential to reduce hospital admissions and delayed discharge from hospital, as well as avoiding unnecessary ambulance call outs. Furthermore, use of the framework can enable local authorities to review the model of homecare that is delivered to ensure that people are supported appropriately in their own homes.

Consumer grade home health monitoring peripheral devices have been added to the framework. This will allow medical practitioners to remotely monitor long term conditions, avoiding unnecessary admissions to primary and secondary healthcare.

The addition of monitoring subscriptions for location tracking and lifestyle monitoring will offer opportunities for improved independence, and additional peace of mind for care and support workers and family members.

7. Contract Mobilisation and Management

All suppliers and participating members will be issued with a mobilisation pack containing all required details to launch the framework, and will be invited to a mobilisation event. One to one mobilisation meetings will be held with the suppliers to outline the operation of the framework, roles and responsibilities, management information requirements and community benefits commitments.

Scotland Excel will monitor the progress of the move from analogue to digital technology and respond where appropriate to ensure that the framework will meet current requirements of members in addition to being flexible to respond to changing digital requirements.

In accordance with Scotland Excel's established contract and supplier management programme, this framework has been classified as a category one arrangement in terms of ongoing technological change and development, requiring at least annual supplier and user group reviews as appropriate. In addition, Scotland Excel has identified Brexit as a risk to this framework particularly in relation to introduction of any potential import tariffs and any significant fall in the value of Sterling.

8. Summary

This framework for technology enabled care aims to maximise collaboration and support participating members to deliver a service which promotes independence and safety for service users whilst achieving best value. A range of benefits can be reported in relation to best value, price stability, sustainability and community benefits.

The Executive Sub Committee is requested to approve the recommendation to award this framework agreement to the suppliers as detailed in Appendix 3.

Appendix 1 – Participation, Spend and Savings Summary – Technology Enabled Care 31-17

Member Name	Participation	Participation start date	Estimated annual spend	Source of Spend Data	Indexation (%)	Estimated Forecast Saving (%)	Estimated Annual Saving	Basis of Saving
Aberdeen City	Yes	January 2019	£108,749	Based on previous MI	10	8.6%	£9,405	Benchmarked Current Contract
Aberdeenshire	Yes	January 2019	£39,697	Based on previous MI	10	19.2%	£7,626	Benchmarked Current Contract
Angus	Yes	January 2019	£84,084	Based on previous MI	10	8.7%	£7,330	Benchmarked Current Contract
Argyll & Bute	Yes	January 2019	£148,215	Based on previous MI	10	14.3%	£21,166	Benchmarked Current Contract
Clackmannanshire	Yes	January 2019	£62,783	Based on previous MI	10	8.4%	£5,298	Benchmarked Current Contract
Comhairle nan Eilean Siar	Yes	January 2019	£66,446	Based on previous MI	10	16.3%	£10,846	Benchmarked Current Contract
Dumfries & Galloway	Yes	January 2019	£63,030	Based on previous MI	10	9.4%	£5,894	Benchmarked Current Contract
Dundee City	Yes	January 2019	£123,163	Based on previous MI	10	8.7%	£10,680	Benchmarked Current Contract
East Ayrshire	Yes	January 2019	£137,558	Based on previous MI	10	21.9%	£30,186	Benchmarked Current Contract
East Dunbartonshire	Yes	January 2019	£63,030	Based on previous MI	10	11.6%	£7,335	Benchmarked Current Contract
East Lothian	Yes	January 2019	£92,168	Based on previous MI	10	15.1%	£13,911	Benchmarked Current Contract
East Renfrewshire	Yes	January 2019	£208,934	Validated by member	10	9.9%	£20,697	Benchmarked Current Contract
Edinburgh City	Yes	January 2019	£377,175	Validated by member	10	15.0%	£56,755	Benchmarked Current Contract
Falkirk	Yes	January 2019	£741,391	Validated by member	10	3.5%	£25,763	Benchmarked Current Contract
Fife	Yes	January 2019	£230,206	Based on previous MI	10	1.8%	£4,195	Benchmarked Current Contract
Glasgow City	Yes	January 2019	£533,302	Based on previous MI	10	3.6%	£19,404	Benchmarked Current Contract
Highland	Yes	January 2019	£154,324	Based on previous MI	10	17.8%	£27,395	Benchmarked Current Contract
Inverclyde	Yes	January 2019	£114,018	Based on previous MI	10	10.7%	£12,247	Benchmarked Current Contract
Midlothian	Yes	January 2019	£91,271	Based on previous MI	10	16.0%	£14,647	Benchmarked Current Contract
Moray	Yes	January 2019	£52,291	Based on previous MI	10	15.3%	£8,012	Benchmarked Current Contract
North Ayrshire	Yes	January 2019	£192,570	Based on previous MI	10	17.7%	£34,029	Benchmarked Current Contract
North Lanarkshire	Yes	January 2019	£249,122	Based on previous MI	10	12.8%	£31,848	Benchmarked Current Contract
Orkney Islands	Yes	January 2019	£23,678	Based on previous MI	10	11.0%	£2,601	Benchmarked Current Contract
Perth & Kinross	Yes	January 2019	£88,125	Based on previous MI	10	7.1%	£6,299	Benchmarked Current Contract
Renfrewshire	Yes	January 2019	£143,332	Based on previous MI	10	3.6%	£5,173	Benchmarked Current Contract
Scottish Borders	Yes	January 2019	£45,046	Based on previous MI	10	8.0%	£3,626	Benchmarked Current Contract
Shetland Islands	Yes	January 2019	£23,108	Based on previous MI	10	16.2%	£3,746	Benchmarked Current Contract
South Ayrshire	Yes	January 2019	£383,632	Validated by member	10	12.1%	£46,574	Benchmarked Current Contract
South Lanarkshire	Yes	January 2019	£173,318	Based on previous MI	10	5.9%	£10,249	Benchmarked Current Contract
Stirling	Yes	January 2019	£91,692	Based on previous MI	10	15.0%	£13,743	Benchmarked Current Contract
West Dunbartonshire	Yes	January 2019	£137,286	Based on previous MI	10	6.7%	£9,152	Benchmarked Current Contract
West Lothian	Yes	January 2019	£192,361	Based on previous MI	10	12.1%	£23,330	Benchmarked Current Contract
Associate members	Yes	January 2019	£365,582	Based on previous MI	10	0.9%	£3,233	Benchmarked Current Contract
NHS Health Boards	Yes	January 2019	£48,961	Validated by member	10	8.2%	£4,015	Average Saving
Total			£5,649,648		10	9.1%	£516,407	Benchmarked Current Contract

Appendix 2 – List of tenderers with SME Status

Appendix 2 details: all organisations who submitted a valid offer as part of the tender process, their SME status, location and the lots for which they have bid.

Tenderer's Name	SME Status	Location	Lots Tendered
ITS Design Ltd trading as Alert-It	Small	Leicestershire	2,3,4,5
Buddi Limited	Small	Hertfordshire	6
Cair (UK) Ltd.	Micro	West Yorkshire	2,3,4,5
HAS Technology Limited t/a CM2000	Medium	West Midland	7
Chubb Fire & Security Limited	Large	Lancashire	1,2,3,4,5,9,10
Communicare 247 Ltd	Small	Glasgow City	1,2,3,4,5,6,7,10
Doro AB	Small	Malmö (Sweden)	1,2,3,4,5,6,7
Harvard Solutions Limited	Micro	Kowloon (Hong Kong)	2, 6, 7
Just Checking Limited	Small	Warwickshire	7
Kinetik Medical Devices Ltd	Small	Nottinghamshire	4
Possum Limited	Small	Buckinghamshire	1,2,3,4,5,6
Solon Security Limited	Small	Flintshire	8
SPIE Scotshield Limited	Medium	South Lanarkshire	1,2,3,4,5,8,9
TeleAlarm Europe GmbH	Medium	Leipzig (Germany)	1,2,3,4,5
Tunstall Healthcare (UK) Limited	Large	North Yorkshire	1,2,3,4,5,6,7,8,9,10
Legrand Electric LTD	Large	Northumberland	1,2,3,4,5,6,7,9,10
Verkizlan Ltd	Micro	Lancashire	10

Appendix 3 - Scoring and Recommendations

Lot 1 Dispersed Alarm Units		
SUPPLIER NAME	TOTAL	AWARD
Doro AB	96.50	Yes
Legrand Electric LTD	79.26	Yes
Tunstall Healthcare (UK) Limited	73.64	Yes
Chubb Fire & Security Limited	68.59	Yes
Communicare 247 Ltd	65.83	Yes
Possum Limited	65.14	Yes
SPIE Scotshield Limited	64.37	Yes
TeleAlarm Europe GmbH	64.35	Yes

Lot 2 Alarm triggers		
SUPPLIER NAME	TOTAL	AWARD
Doro AB	96.50	Yes
Legrand Electric LTD	84.80	Yes
Communicare 247 Ltd	75.22	Yes
Tunstall Healthcare (UK) Limited	73.93	Yes
Chubb Fire & Security Limited	70.74	Yes
SPIE Scotshield Limited	66.95	Yes
Cair (UK) Ltd.	64.20	Yes
TeleAlarm Europe GmbH	63.18	Yes
Possum Limited	58.78	Yes
ITS Design Ltd trading as Alert-It	33.38	Yes
Harvard Solutions Limited	21.90	No

Lot 3 Peripherals and Accessories		
SUPPLIER NAME	TOTAL	AWARD
Tunstall Healthcare (UK) Limited	88.00	Yes
Chubb Fire & Security Limited	86.65	Yes
Legrand Electric LTD	85.17	Yes
Doro AB	79.43	Yes
SPIE Scotshield Limited	76.51	Yes
Communicare 247 Ltd	64.57	Yes
TeleAlarm Europe GmbH	61.50	Yes
Cair (UK) Ltd.	59.10	Yes
ITS Design Ltd trading as Alert-It	58.29	Yes
Possum Limited	55.33	Yes

Lot 4 Health and Care Peripherals		
SUPPLIER NAME	TOTAL	AWARD
SPIE Scotshield Limited	87.00	Yes
Kinetik Medical Devices Ltd	58.78	Yes
Doro AB	56.51	Yes
Legrand Electric LTD	53.56	Yes
Communicare 247 Ltd	51.24	Yes
Tunstall Healthcare (UK) Limited	48.75	Yes
Chubb Fire & Security Limited	46.52	Yes
Cair (UK) Ltd.	40.10	Yes
TeleAlarm Europe GmbH	39.15	Yes
ITS Design Ltd trading as Alert-It	35.66	Yes
Possum Limited	34.41	Yes

Lot 5 Environmental Devices		
SUPPLIER NAME	TOTAL	AWARD
SPIE Scotshield Limited	87.00	Yes
Doro AB	84.74	Yes
Legrand Electric LTD	71.93	Yes
Communicare 247 Ltd	69.57	Yes
Chubb Fire & Security Limited	66.07	Yes
Tunstall Healthcare (UK) Limited	65.46	Yes
Cair (UK) Ltd.	54.88	Yes
TeleAlarm Europe GmbH	54.73	Yes
Possum Limited	50.65	Yes
ITS Design Ltd trading as Alert-It	49.65	Yes

Lot 6 GPS monitoring with ancillary monitoring service and telecare mobile phones		
SUPPLIER NAME	TOTAL	AWARD
Communicare 247 Ltd	87.00	Yes
Tunstall Healthcare (UK) Limited	63.31	Yes
Doro AB	56.93	Yes
Legrand Electric LTD	54.83	Yes
Possum Limited	42.01	Yes
Buddi Limited	36.76	Yes
Harvard Solutions Limited	32.60	No

Lot 7 Lifestyle Monitoring with ancillary monitoring service		
SUPPLIER NAME	TOTAL	AWARD
Communicare 247 Ltd	87.00	Yes
Just Checking Limited	82.53	Yes
Doro AB	65.49	Yes
Tunstall Healthcare (UK) Limited	60.30	Yes
Legrand Electric LTD	59.39	Yes
HAS Technology Limited t/a CM2000	Non-Compliant	No
Harvard Solutions Limited	Non-Compliant	No

Lot 8 Key Storage Compartments		
SUPPLIER NAME	TOTAL	AWARD
Solon Security Limited	77.50	Yes
Tunstall Healthcare (UK) Limited	51.40	Yes
SPIE Scotshield Limited	50.10	Yes

Lot 9 Warden Call Systems		
SUPPLIER NAME	TOTAL	AWARD
SPIE Scotshield Limited	87.00	Yes
Legrand Electric LTD	40.95	Yes
Chubb Fire & Security Limited	34.91	Yes
Tunstall Healthcare (UK) Limited	33.59	Yes

Lot 10 Alarm Receiving Systems		
SUPPLIER NAME	TOTAL	AWARD
Chubb Fire & Security Limited		Lot not awarded
Communicare 247 Ltd		
Legrand Electric LTD		
Tunstall Healthcare (UK) Limited		
Verkizlan Ltd		

Appendix 4 – List of Suppliers with Living Wage Status at Point of Tender

This appendix should comprise of one table which lists those suppliers being recommended for award and their status in relation to payment of the Living Wage as shown below:

Supplier	Accredited	Progress towards accreditation	Committed to gaining accreditation over the first 2 years of framework	Not paying Living Wage but committed to doing so within 2 years	Neither accredited nor paying Living Wage
ITS Design Ltd trading as Alert-It			Yes		
Buddi Limited		Yes			
Cair (UK) Ltd				Yes	
Chubb Fire & Security Limited					Yes
Communicare 247 Ltd			Yes		
Doro AB				Yes	
Just Checking Limited		Yes			
Kinetic Medical Devices Ltd		Yes			
Legrand Electric Ltd	Yes				
Possum Limited		Yes			
Solon Security Limited	Yes				
SPIE Scotshield Limited		Yes			
TeleAlarm Europe GmbH		Yes			
Tunstall Healthcare (UK) Ltd	Yes				