

To: Finance, Resources and Customer Services Policy Board

On: 11 November 2020

Report by: The Chief Executive and the Director of Finance and Resources

Heading: Contract Award: Warden Call Maintenance, Servicing and Reactive Repairs (RC-CPU-20-095)

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 Warden Call Maintenance, Servicing and Reactive Repairs (RC-CPU-20-095) to OpenView Security Solutions Limited.
 - 1.2 The recommendation to award a Measured Term Contract follows a procurement process conducted in accordance with the Public Contracts (Scotland) Regulations 2015 for an above EU Threshold contract using the Open procedure (Services) and the Council's Standing Orders Relating to Contracts.
 - 1.3 A Contract Strategy was approved by the Head of Property Services and the Strategic Commercial Category Manager on 11 August 2020.
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2. **Recommendations**

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

- (a) Authorise the Head of Corporate Governance to award a Measured Term Contract for Warden Call Maintenance, Servicing and Reactive Repairs to OpenView Security Solutions Limited;
 - (b) Authorise the award of a Measured Term Contract up to a total contract value of £425,000.00 excluding VAT for the contract period (initial and both extension periods);
 - (c) Authorise the initial contract period of three (3) years with the option to extend on two (2) separate occasions each for a period of twelve (12) months. The contract is anticipated to commence on the 18 January 2021. If there are any changes to this date, the actual date will be confirmed in the Council's Letter of Acceptance to OpenView Security Solutions Limited; and
 - (d) Note that OpenView Security Solutions Limited is required to enter into a Data Processor Agreement with the Council.
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3. Background

- 3.1 The Council require an experienced contractor to provide maintenance for the current Warden Call system and provide reactive repairs.
- 3.2 Warden Call is the generic term for the system (hardware and software) which allows residents in the Councils sheltered housing 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 residents. The sheltered housing officer who is 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. Property Services are responsible for the maintenance and management of all reporting on behalf of Communities, Housing and Planning Services.
- 3.3 It is also planned as part of this contract to replace around 1800 existing heat and smoke detectors. These detectors have reached the end of their life expectancy (10 years) with the sensors and batteries becoming unreliable. It is planned to replace all the detectors and ensure the new systems follow BS5839 Part 6. This work is planned to be completed within the first year of the contract.
- 3.4 To initiate this procurement process a contract notice was dispatched via the Public Contracts Scotland advertising portal to the Official Journal of the European Union (OJEU) with the notice published on

OJEU on 21 August 2020 and the tender documentation available for downloading from the Public Contracts Scotland – Tender platform.

During the tendering live period eleven (11) companies expressed an interest in the tender. By the closing date set (12 noon, 24 September 2020) for return of electronic tender submissions six (6) companies submitted a tender response and five (5) companies did not respond.

- 3.5 All six (6) tender submissions were evaluated against a pre-determined set of criteria in the form of the European Single Procurement Document (ESPD) by representatives from the following Council services: Property Services, the Corporate Procurement Unit, Corporate Risk and Corporate Health and Safety.
- 3.6 All six (6) tenderer submissions complied with the minimum selection criteria of the ESPD and progressed to evaluation of the Award Criteria which was based on a weighting of 20% Quality 80% Price.
- 3.7 The scores relative to the award criteria for each of the tender submissions are noted below:

		Quality (20%)	Price (80%)	Total (100%)
1	OpenView Security Solutions Limited	16.25%	80.00%	96.25%
2	Robertson Acom Ltd	17.50%	70.79%	88.29%
3	Legrand Electric Ltd	8.50%	72.67%	81.17%
4	Secureshield Ltd	16.50%	63.36%	79.86%
5	SPIE Scotshield Limited	16.50%	56.29%	72.79%
6	Tunstall Healthcare (UK) Limited	16.50%	41.02%	57.52%

- 3.8 The evaluation of tender submissions received identified that the tender submission by OpenView Security Solutions Limited was the most economically advantageous to the Council.
- 3.9 Community Benefits were requested as part of the procurement process and OpenView Security Solutions Limited confirmed that the following Community Benefits would be made available to the Council for this Contract:

Community Benefit Description	No of People / Activity
Work Experience Placement for an individual 16+ years of age	3
Business advice/support to an SME /Social Enterprise/ Voluntary organisation	4
Event to promote supply chain opportunities	3
Financial Support for a Community Project	3
Non financial support for a Community Project	3

Implications of the Report

1. **Financial** – The costs for this Measured Term Contract will be met by the Housing Revenue Account (HRA) Capital Funding.
2. **HR & Organisational Development** – No TUPE implications have arisen or are anticipated.
3. **Community/Council Planning –**
 - Building strong, safe and resilient communities – Protecting vulnerable people, and ensuring people receive the care and support they need to live safely and independently within their own homes and communities.
 - Creating a sustainable Renfrewshire for all to enjoy – OpenView Security Solutions Limited has committed to deliver numerous Community Benefits as detailed within section 3.9 of this report.
4. **Legal** – The procurement of this Measured Term Contract has been conducted as an above EU Threshold (Services) Open Procurement Procedure in accordance with the Council's Standing Orders Relating to Contracts and the Public Contracts (Scotland) Regulations 2015.
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.

6. **Information Technology** – No Information Technology implications have arisen or are anticipated.
 7. **Equality & Human Rights**
 - (a) 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 because for example it is for noting only. 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** – OpenView Security Solutions Limited's health and safety credentials were evaluated by Corporate Health and Safety and met the Council's minimum requirements regarding health and safety.
 9. **Procurement** – The procurement procedures outlined within this report shall ensure that the Council meets its statutory requirements in respect of procurement procedures, efficiency and modern Government.
 10. **Risk** – OpenView Security Solutions Limited's insurances have been assessed and evaluated to confirm that they have met the minimum requirements regarding insurable risk.
 11. **Privacy Impact** - 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. However, the contract will be GDPR compliant as there may be a requirement for OpenView Security Solutions Limited to handle personal information when a fault is reported and a Data Processor Agreement has been included as a requirement of this contract. OpenView Security Solutions Limited have confirmed compliance with the form of the Data Processor Agreement.
 12. **Cosla Policy Position** – No COSLA Policy Position implications have arisen or are anticipated.
 13. **Climate Risk** – The level of impact associated with provision of this service has been assessed using the Scottish Government Sustainability Test and is considered to be low risk.
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