

To: Finance, Resources and Customer Services Policy Board

On: 28th March 2018

**Report by: Joint Report by the Chief Executive and Chief Officer
Renfrewshire Health and Social Care Partnership**

**Heading: Provision of a Technology Enabled Care Alarm Receiving Service
(RC-OC-257-17)**

1. Summary

- 1.1 The purpose of this report is to seek the approval of Finance, Resources and Customer Services Policy Board to award a contract to Bield Housing and Care for the Provision of a Technology Enabled Care Alarm Receiving Service.
 - 1.2. This procurement exercise has been conducted in accordance with the above EU Threshold Open Procedure for Services and the Council Standing Orders Relating to Contracts.
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2. Recommendations

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board authorise:
 - 2.1.1 The Head of Corporate Governance to award the Contract to Bield Housing and Care for Technology Enabled Care Alarm Receiving Service subject to prior disclosure of relevant insurance information requested under the tender procedure;

2.1.2 Subject to satisfactory insurance requirement, to award the Contract for three (3) years from 2nd August 2018 to 1st August 2021 with the option (at the discretion of the Council) to extend for an additional year on up to two (2) occasions until no later than 1st August 2023; and

2.1.3 At an annual Contract value of £136,281, excluding VAT with a total Contract value of £681,408 excluding VAT where both optional years are exercised.

3. **Background**

3.1 There are approximately 3,600 Service Users across the Renfrewshire area who are in receipt of Technology Enabled Care Services with approximately 17,000 calls (incoming and outgoing) made each month to the current service provider. The demand for Technology Enabled Care services is expected to continue to grow year on year. These services are recognised by central and local government and health and social care partnerships as being vital in achieving key national objectives including earlier hospital discharge, reduction in hospital admissions and an increase in the number of people remaining in their own homes.

3.2 The service is currently delivered by Hanover (Scotland) Housing Association Ltd with the contract due to end on 1st August 2018.

3.2 A contract notice was dispatched via the Public Contract Scotland advertising portal to the Official Journal of the European Union (OJEU) on 15th January 2018 with the contract notice being published by OJEU on 17th January 2017 and tender documentation being available for downloading from the Public Contract Scotland – Tender platform.

3.3 During the tendering period sixteen (16) organisations expressed an interest in the tender. At the tender closing date of 12 noon, 19th February 2018, two (2) organisations had made a tender submission.

3.4 Both 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: the Corporate Procurement Unit, Corporate Risk and Corporate Health & Safety and the Health and Social Care Partnership.

3.4 The two (2) tender submissions were compliant with the ESPD requirements and were each evaluated against the published set of award criteria on 60% Technical (Quality) and 40% Commercial (Price).

3.5 The scores relative to the award criteria for each tender submission are:

Supplier Name	Quality (60%)	Price (40%)	Total (100%)
Bield Housing and Care	50.71%	40.00%	90.71%
Hanover (Scotland) Housing Association Ltd	43.00%	24.47%	67.47%

- 3.6 The evaluation of tender submissions received identified that the tender submitted by Bield Housing and Care was the most economically advantageous tender submission.
- 3.7 Community Benefits were sought as part of this Tender and Bield Housing and Care advised within their tender submission that the following Community Benefits would be delivered as part of this Contract:
- Employment of staff in Renfrewshire which are advertised locally targeting local people.
 - Volunteer programme for its service in Renfrewshire which are advertised locally targeting local people.

Implications of the Report

1. Financial

The financial status of Bield Housing and Care was assessed by undertaking a Dun & Bradstreet which confirmed that the organisation satisfied the Council's requirements in relation to financial stability.

2. HR & Organisational Development

No TUPE implications for the Council have arisen or are anticipated, however, there may be TUPE implications for the current Provider and the incumbent Provider.

3. Community Planning –

- Reshaping our place, our economy and our future – Local Employment
 - Local employment opportunities and knowledge of Renfrewshire area.
 - Support of the Living Wage
 - Training and development to staff to allow them to deliver a high quality service and enhance their experience as an employee
 - Offering fair employment terms and conditions with zero hour contracts not being used.

- Building strong, safe and resilient communities – Community Engagement
 - A variety of initiatives are encouraged at a local level to enable intergenerational contact by encouraging retirement developments to build up close links with local schools and nurseries. This has educational benefits for the school pupils and enhances the life experiences of older people.
 - Volunteers are recruited, trained and supported and will benefit from increased confidence and enhanced future employment opportunities.
 - Volunteering increases community engagement.
 - Tackling inequality, ensuring opportunities for all - Sustaining tenancies and encouraging independence:
 - The provision of a community alarm service to older residents within the Renfrewshire Council area will assist frailer older people to remain in their own homes, reduce admission to hospital and length of hospital admissions and will help stabilise communities.
 - Working together to improve outcomes - Use of volunteers which can make a significant contribution to the lives of older people by complementing and supplementing the work carried out by staff and helping to reduce social isolation and enable active participation of older people in their communities.
4. **Legal** - The procurement of this contract has been conducted in accordance with the Public Contracts (Scotland) Regulations 2015 and the Council's Standing Orders relating to Contracts using the above EU tender procedure for Services.
 5. **Property/Assets** – None.
 6. **Information Technology** - The outcome and delivery of this contract will ensure alignment with the Council's ICT strategy.
 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** - There are no health and safety implications associated with the award of the contract.

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** - The Contract award is conditional upon Bield Housing and Care providing all insurance documentation and meeting the insurance requirements as stated in the tender.
11. **Privacy Impact** - It is anticipated that a Privacy Impact Assessment will be required and a Data Processor agreement will be signed.
12. **Cosla Policy Position** – N/A

Author: **Natasha McNaught, Senior Procurement Specialist, Corporate Procurement Unit, Tel: 0141 618 4417.**

Endorsed by: **Alexandra Donaldson, Strategic Commercial and Category Manager, Corporate Procurement Unit, Tel: 0141 618 6760**