

Report to	Cabinet 12 June 2019	Item
Report of	Head of neighbourhood housing services	8
Subject	The award a contract for the procurement of warden call replacement systems in sheltered housing	

KEY DECISION

Purpose

To seek approval to award the contract for the replacement and installation of new wardens call systems in sheltered housing schemes.

Recommendation

To award the contract for the replacement of wardens call systems to M English Security Ltd for a term ending 31 October 2021.

Corporate and service priorities

The report helps to meet the corporate priority people living well

Financial implications

The financial consequences of this report is the award of a contract for warden call system replacements for the period ending October 2021. The overall cost for the whole programme is estimated to be £700,000.00 and budgetary provision will be allocated within the Housing Revenue Account on an annual basis in subsequent years. Expenditure will be limited to the approved budget within the Housing Revenue Account for each financial year and the budget for 2019-20 is £240,000.

Ward/s: Multiple Wards

Cabinet member: Councillor Harris - Deputy leader and cabinet member for social housing

Contact officers

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Neil Watts, Major Works and Services Manager, NPS 01603 227172
Norwich Ltd

Background documents

None

Report

1. The council operates sheltered housing schemes across the city, all of which provide a warden call system to each resident. The system ensures that, in the event of a fall, or other need, the resident can speak to a person at the council's alarm centre who will arrange appropriate help.
2. The existing system hardware, excluding that at St James House, has been in place for more than 20 years with the system cabling estimated as being more than 40 years old. Therefore the equipment requires replacement. The current systems are difficult to maintain due to parts becoming obsolete and unsupported by the manufacturer. The systems require upgrading with new equipment and modern software.
3. By using the same system in all of the schemes it delivers streamline repairs and maintenance, in particular, availability of spare parts, and consolidation of knowledge and experience of the engineer's on-call.
4. A full tender exercise was undertaken in 2016 to select a supplier to trial a system as a pilot. This tender process was to obtain best value for the pilot scheme and subsequent schemes if the pilot was successful. The cost of this pilot was £20,000.00.
5. This pilot system was installed during 2016-17 at Meadowsweet sheltered scheme.
6. The prices quoted in the original tender will be used as the benchmark to price the remaining installations over the full 5 year period. As the other schemes are all of differing configuration the council will be requesting individual scheme quotes from the selected supplier.
7. The initial proposed programme was to spread the works across five financial years, commencing 2017-18. At the time each sheltered scheme was placed in a programme, prioritised according to age of system and current reliability. The budget being approved as part of the capital programme,
8. In 2018-19 the first two schemes selected, at Longbow and Forester Close, were completed, following director approval, the value of the works not requiring cabinet approval.
9. Cabinet approval is now required to award the remaining estimated contract value which will cover as many of the remaining schemes within the current contract up to 31 October 2021. This will ensure the continued rollout of the systems, subject to available budget approvals in each financial year.

Procurement process

10. A full tender process was initially undertaken in September 2016.
11. The supplier selection process was the same for each contract. The responses given were evaluated against pre-determined criteria. This quality assessment carried a maximum of 70% of the marks. The lowest price was allocated 30% of the marks and marks were then deducted, pro-rata, with each increasing tender price.
12. Eight tenders were returned from the following companies (in alphabetical order):

Cirrus Communication Systems Ltd t/a Apello
Digi Vision Group
M English Security Ltd
Monarch Alarms (Eastern) Ltd
SCCI Alphatrack
Secure Electronics Applications Ltd
Securicom Services Ltd
Tunstall Healthcare (UK) Ltd

13. The supplier with the highest cumulative score is deemed the best value submission. The resulting scores are shown below:

75.23
70.33
68.31
65.00
55.34
44.95
42.67
38.00

14. Prices submitted were (in increasing order):

Submitted amounts
£11,605.00
£18,060.11
£19,897.08
£20,242.28
£20,907.55
£26,668.52
£27,338.00
£29,419.41

15. The prices quoted relate to the supply and installation of the Wardens call system at the Meadowsweet pilot scheme and was made up of a bill of quantities that could be used as a baseline for individual schemes that require replacing in the future.
16. Each individual year of spend is subject to the budget available for that year and will be based upon the sites as prioritised for upgrade works in that particular year.
17. The highest scoring company was M English Security Ltd and it is recommended that they are awarded contracts to install replacement warden call systems over for the remaining contract term, subject to showing best value. Each year's work allocation will be priced and submitted to the director of neighbourhoods for approval to proceed against the yearly budget allocated to cover this requirement.

18. The procurement exercise originally followed adhered to Norwich City Council's Contract Procedures and that it was conducted fairly, transparently and in an open and regularised way and that we conformed to relevant legal requirements.

Integrated impact assessment



NORWICH
City Council

Report author to complete

Committee:	Cabinet
Committee date:	12 June 2019
Director / Head of service	Head of neighbourhood housing services
Report subject:	To award a contract for the procurement of warden call replacement systems in sheltered housing Procurement of warden call systems in sheltered housing schemes
Date assessed:	7 May 2019

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The tender process ensures that the Council achieves the best value for money at that particular time.
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Warden call systems ensure that vulnerable adults have access to help when needed.

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments

	Impact			
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>1. There is a risk of challenge from an unsuccessful supplier. This risk is mitigated by the fact the value of contracts is below the thresholds in the Public Contracts Regulations. Also the tender has followed an open process with award criteria being based on the lowest compliant tender, but there is always a risk of challenge from unsuccessful suppliers.</p> <p>2. There is a risk that the appointed supplier could fail during the duration of the contracts. This is low risk due to the relatively short nature of the contracts and the planned nature of the works. In addition to this the Council is not investing in the supplier and so the risk is one of service continuity rather than financial, which is further mitigated by the fact the work is planned not responsive in nature.</p>

Recommendations from impact assessment	
Positive	
Value for money, health and wellbeing	
Negative	
Neutral	

Issues