

14 June 2023		ITEM: 13 Decision: 110655
Cabinet		
Award of Contract to Supply, Install, Maintain & Repair Telecare Equipment		
Wards and communities affected: All	Key Decision: Key	
Report of: Cllr George Coxshall, Cabinet Member for Health, Adults Social Care, Community and Public Protection		
Accountable Assistant Director: Les Billingham, Assistant Director, Adult Social Care and Community Development		
Accountable Director: Ian Wake, Corporate Director of Adults, Housing, and Health		
This report is Public with an exempt appendix which is exempt due to information relating to the financial or business affairs of any particular person (including the authority holding that information)		
Date of notice given of exempt of confidential report: 6 th June 2023		

Executive Summary

This paper (and attached appendices (exempt from publication)) presents the recommendations of the outcome of an open tender exercise to seek a provider to supply, install and repair telecare equipment under £1,000 to eligible individuals as defined by the Care Act (2014).

These services help support people to live independently in their own home, while minimising risks such as falls, gas leaks etc. and is intrinsically linked to The Care Act (2014) responsibility to reduce, prevent and delay the need for and escalation of care interventions.

The re-procurement exercise via open tender was previously recommended by Health and Wellbeing Overview and Scrutiny Committee, as well as Cabinet (decision 110625). The budget envelope for the new contract remains at £107,364 per annum for up to six years. This mirrors the cost of the existing contract.

1. Recommendation(s)

- 1.1 That Cabinet agrees with Procurement's recommendation to appoint the winning provider to fulfil the obligations under the contract to supply, install, maintain and repair telecare equipment.

2. Introduction and Background

- 2.1 Adult Social Care adopts a strength-based approach, focusing on the strengths and abilities of the individual and aims to connect them to support from friends, family and the wider community. By adopting an ethos of providing the right care at the right time in the right place, this equipment service enables individuals to remain at home and part of their local communities.
- 2.2 The current contract is held by Red Alert at a cost of £107,364 per annum and issues over 700 pieces of telecare equipment per annum, while having over 2600 pieces of actively used pieces of equipment at any one time. This budget envelope will continue for the lifetime of this new contract (up to 6 years).
- 2.3 The contract for these services is to increase focus on early intervention and prevention via the Technology Enabled Care (TEC) programme, as this has help mitigate demand and the additional impact that the pandemic has placed upon the service.
- 2.4 Consideration must be given to Digital Transformation as more than 95% of current base units and peripherals deployed are reliant on the Public Switched Telephone Network (PSTN) which is being phased out, as a national initiative, by December 2025. The contract will enable the Authority to embed digital device piloting and testing into the service, to enable Subject Matter Experts to identify cost effective solutions to meet future needs and requirements.

3. Issues, Options and Analysis of Options

There are two options considered below:

3.1 Accept Procurement's recommendation to award (recommended).

- 3.1.1 This would appoint the tenderer that has been deemed the most appropriate via an open competitive tender process (Procurement report in section 9) to discharge its duties under the Care Act (2014) to supply Assistive Technology valued under £1,000.

3.2 To reject Procurement's recommendation to award (not recommended).

- 3.2.1 The rejection of the recommendation would risk a breakdown in service provision as the Authority would either need to seek an extension from the existing Provider and / or undertake another tender exercise.
- 3.2.2 It could risk a potential challenge to the Authority from tenderers involved in the procurement process. Any successful challenge could lead to financial remuneration to some or all of the tenderers.

4. Reasons for Recommendation

- 4.1 This contract has been via an open procurement process and all organisations willing and able to bid for this contract have had the opportunity to do so.

Therefore, as the contract will be expiring and this provision is required to fulfil our statutory requirements under the Care Act (2014), it would be appropriate to appoint the winning bidder.

5. Consultation (including Overview and Scrutiny, if applicable)

5.1 Not applicable.

6. Impact on corporate policies priorities, performance and community impact

6.1 The contract to Supply, Install, Maintain & Repair Telecare Equipment:

People – a borough where people of all ages are proud to work and play, live and stay.

This not only fulfils the Authorities obligations under the Care Act (2014) to prevent, reduce and delay but also links into its overarching objectives to keep vulnerable people within their local communities to provide better, longer terms outcomes.

7. Implications

7.1 Financial

Implications verified by: **Mike Jones**
Strategic Lead Corporate Finance

The funding for the provision of the contract was set at £107,364, and formed part of the 2022/23 ASC base budget. This agrees with the value quoted under para 2.2.

The recommended option within paragraph 3.1 represents that which is most financial viable. The alternative options will result in both direct and or indirect additional financial costs to the department, and do not present any wider long term financial benefit to the Council.

7.2 Legal

Implications verified by: **Mark Bowen**
Interim Head of Legal Services

The recommendation if agreed is for a procurement process to enable a statutory duty to be discharged and is legally sound.

7.3 Diversity and Equality

Implications verified by: **Rebecca Lee**
Team Manager Community Development
Adults Housing and Health

The provision of this contract will support Council to uphold responsibilities set out in the Equality Act 2010 and Public Sector Equality Duty. The supply of equipment to support residents is also in line with regulations set out in the Care Act (2014) and the Children and Families Act (2014).

Social value has been considered as part of the commissioning process for this service and will be monitored as part of the standard contract review cycle with the agreed supplier.

- 7.4 **Other** implications (where significant) – i.e. Staff, Health Inequalities, Sustainability, Crime and Disorder and Impact on Looked After Children

N/A

8. **Background papers used in preparing this report** (include their location and identify whether any are exempt or protected by copyright):

N/A

9. **Appendices to the report**

Appendix 1 – Procurement Report Telecare Equipment

Report Author:

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