

<b>Subject:</b>	<b>Procurement of a new contract to service and install Warden Call Systems in Seniors Housing</b>		
<b>Date of Meeting:</b>	<b>13<sup>th</sup> July 2017</b> Housing & New Homes Committee 14 <sup>th</sup> June 2017		
<b>Report of:</b>	<b>Executive Director - Neighbourhoods Communities &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Chris Barber</b>	<b>Tel: 29-3216</b>
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<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE**

**1. SUMMARY AND POLICY CONTEXT:**

- 1.1 The purpose of this report is to seek approval to tender a contract for the supply, installation, servicing and repair of Warden Call system equipment throughout the council's Seniors Housing properties, of which there are currently 22 schemes.
- 1.2 The current contract arrangement will expire in January 2018. The proposal is to procure a new contract with a term of 4 years and an option to extend the arrangement for an additional 2 years. This will provide an opportunity to seek improved value for money, reliability and a better service for residents. The new contract will continue to be managed within Housing Services. It is estimated that the value of the new contract over the total 6 year term will be between £850,000 and £950,000.

**2. RECOMMENDATIONS:**

- 2.1 That Housing & New Homes Committee recommends to Policy, Resources & Growth Committee that delegated authority is granted to the Executive Director with responsibility for Neighbourhoods, Communities & Housing, following consultation with the Executive Director of Finance & Resources to:
- (i) Launch a competitive procurement process to secure a contractor to supply, install, service and repair all equipment needed to provide Warden Call systems in Seniors Housing;
  - (ii) Award a contract with a term of 4 years to the bidder offering the best value in terms of price and quality;
  - (iii) Approve an extension (or extensions) of the contract for up to a further period of 2 years if required and dependant on performance.

**3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:**

- 3.1 The Warden Call services were previously included under the council's Low Voltage framework, under Lot 3 for Low Voltage Electrical Systems for Sheltered Accommodation, that aggregated all Senior's Housing low voltage assets (Door Entry Systems/CCTV, Fire Alarms/Emergency Lighting and Warden Call systems), in order to simplify the management of these services. This had the aim to increase tenant security through the use of one supplier for all services and the potential saving this might achieve. However the four year contract for this Lot was terminated after less than 18 months as it was not meeting the council's requirements. The low voltage services have since been separated as it was identified that no single supplier could undertake all the services in-house and increased costs were being incurred through sub-contracting and the mismanagement of those third parties. The Warden Call systems are the final asset to be placed under a long term contract.
- 3.2 The Warden Call services are currently provided under a short term contract following waiver approval. This existing contract ends in January 2018 and is primarily for the service, maintenance and repair of systems, with no remit to carry out capital works (supply and installation).
- 3.3 Currently each capital requirement has to be assessed and tendered for on an individual basis. The current process does not provide a good timely response for residents. This procurement is therefore an opportunity for the council to achieve greater value for money through the consolidation of these requirements, and to benefit from an efficient streamlined process which will result in improved service and response times for residents.
- 3.4 Any equipment failure usually has an immediate impact on the residents living in the affected properties. Therefore there is an expectation that systems are repaired or replaced quickly and efficiently. The procurement of a long term agreement will reduce lead times on replacing systems. Failure to deliver the expected service, which is often due to age and obsolescence of the equipment, leads to heightened resident dissatisfaction and a negative perception of the service provided by the council.
- 3.5 The majority of the Warden Call assets are very old and spare parts are now obsolete. A four year capital replacement programme commenced during 2016 and to date the council has replaced six of the 22 Seniors Housing blocks. This capital replacement is programmed to continue until all of the assets have been replaced.
- 3.6 The indicative timetable for the procurement and implementation of the new contract is detailed in the table below:

Activity	Start Date	End Date
Publish Advert/ITT	14/07/2017	02/09/2017
Tender return	01/09/2017	01/09/2017
Standstill Period	07/11/2017	17/11/2017
Award	17/11/2017	17/11/2017
Mobilisation	17/11/2017	17/12/2017
Contract Start	18/12/2017	18/12/2017

#### **4. COMMUNITY ENGAGEMENT AND CONSULTATION**

- 4.1 The Senior Housing Action Group (SHAG) have been consulted regarding the procurement of this contract (the Interim Mechanical & Electrical Manager attended the SHAG on the 8<sup>th</sup> March 2017). The SHAG consists of residents who will be directly affected by any change in the delivery of this service and they have conveyed their support for this procurement. Representatives of the group will be invited to assist with the evaluation of the bids.
- 4.2 As this contract is only for Senior Housing there are no leaseholders to consult.

#### **5. FINANCIAL & OTHER IMPLICATIONS:**

##### Financial Implications:

- 5.1 This report recommends the procurement of a new contract for supply, installation, servicing and repair of Warden Call system equipment throughout Seniors Housing properties and details some of the changes to the current contract arrangements which may enhance the value for money of this service. If the recommendation to procure is approved, the tender evaluation process will ensure that the most economically advantageous bid is selected. The cost of this contract will be met from current HRA budget resources for 2017/18 and beyond.

*Finance Officer Consulted: Monica Brooks*

*Date: 04/05/2017*

##### Legal Implications:

- 5.2 The authority of Policy, Resources & Growth Committee is required for matters with corporate budgetary implications, such as the procurement of contracts by the council the value of which will exceed £500,000. Accordingly the Committee is entitled to agree the recommendations at section 2 above. Further, the council's contract standing orders require authority to be obtained from the relevant committee to enter into a contract valued in excess of £500,000.
- 5.3 All procurement processes must comply with the relevant European and UK public procurement legislation as well as the council's contract standing orders. The estimated value of the contract is such as to require an advertisement to be placed in the Official Journal of the European Community.

*Lawyer Consulted: Judith Fisher*

*Date: 26/04/2017*

##### Equalities Implications:

- 5.4 These assets will affect the quality of life for all residents without discrimination. However, the Warden Call systems will only be installed throughout the councils Seniors Housing schemes which house some of our elderly and most vulnerable residents. The Warden Call system allows residents to live independently for longer.
- 5.5 An Equality Impact Assessment is currently in the process of being written for the procurement of the new contract.

#### Sustainability Implications:

- 5.6 The procurement process that will be undertaken for the new contract will require bidders to demonstrate that they have a commitment to sustainable procurement and consider the whole life cost of goods and services procured on behalf of the council and install and maintain energy efficient systems to the benefit of residents and the environment.

#### Crime & Disorder Implications:

- 5.7 The new contractor will be expected to provide branded uniform and photographic identification before entering a tenant's property. Tenants will always have an appointment made with the provider for servicing visits. Tenants will be advised that they should not let any persons into their property without seeing photo identification.

#### Risk and Opportunity Management Implications:

- 5.8 Risks associated with the procurement of the new contract will be managed by using the corporate risk management methodology.

#### Public Health Implications:

- 5.9 The procurement of the new contract and the continuation of the capital replacement programme will improve the reliability and usability of the Warden Call systems. The new systems will allow for telecare devices. These devices enable residents to remain living independently for as long as possible, increasing their quality of life, sense of security and wellbeing.

#### Corporate / Citywide Implications:

- 5.10 Well maintained and new, efficient systems will improve the environment for our residents and demonstrate the councils commitment to the wellbeing of it residents.

### **6. EVALUATION OF ANY ALTERNATIVE OPTIONS:**

- 6.1 The main alternative to procuring a new contract is for the council to continue to deliver the service as it does currently. This does not offer the best vehicle for service delivery because the existing contract does not allow for capital works.
- 6.2 No suitable framework to call-off could be identified and it was concluded that a full competitive tender exercise should be conducted to demonstrate that value for money will be achieved.

### **7. REASONS FOR REPORT RECOMMENDATIONS**

- 7.1 To provide new and well maintained Warden Call systems within Seniors Housing properties.
- 7.2 To streamline the delivery of the capital replacement programme.

7.3 To ensure value for money is being achieved for this service.

### **SUPPORTING DOCUMENTATION**

#### **Appendices:**

None

#### **Documents in Members' Rooms**

None

#### **Background Documents**

None