

# WIRRAL COUNCIL

## CABINET

2 FEBRUARY 2012

<b>SUBJECT:</b>	<b><i>ASSISTIVE TECHNOLOGY SERVICE – TENDER OUTCOME</i></b>
<b>WARD/S AFFECTED:</b>	<b><i>ALL</i></b>
<b>REPORT OF:</b>	<b><i>GRAHAM HODKINSON - DIRECTOR OF ADULT SOCIAL SERVICES</i></b>
<b>RESPONSIBLE PORTFOLIO HOLDER:</b>	<b>COUNCILLOR ANNE MCARDLE</b>
<b>KEY DECISION?</b>	YES

### 1.0 EXECUTIVE SUMMARY

1.1 This report outlines the recent tendering exercise for the provision of an Assistive Technology Assessment Service and a Telecare Installation, Monitoring, Maintenance and Response Service. Based on the outcomes of this tendering exercise the report makes a recommendation for the provider of this service and seeks approval from Cabinet to proceed to implementing the contract.

### 2.0 RECOMMENDATIONS

2.1 Cabinet is recommended to approve the provider identified for the provision of an Assistive Technology Assessment Service and Telecare Installation, Monitoring, Maintenance and Response Service resulting from a tender process conducted under the OJEU (Official Journal of European Union) Accelerated Restricted Process as detailed in exempt Appendix 1.

### 3.0 REASONS FOR RECOMMENDATION/S

3.1 An accelerated restricted procurement process has been used to identify a provider that performed best against the agreed evaluation criteria and therefore the most economically advantageous.

### 4.0 BACKGROUND AND KEY ISSUES

4.1 Assistive Technology, which includes Telecare, frequently uses simple and discreet technology to help individuals live safely and independently in their own home, whilst also providing carer support. An individual's needs are assessed, resulting in a personalised support package, consisting of tailored equipment and a detailed plan of what action to take should an alert be triggered. Assistance is available to individuals 24 hours a day, 365 days a year via connection to a monitoring/response centre.

4.2 The service has gone from supporting 1500 individuals in 2009/10 to significant growth. As of November 2011 there are over 4,200 people in Wirral in being supported by this service with this figure projected to rise to over 4,600 by April 2012. The vast majority of these individuals are older people.

4.3 Wirral Assistive Technology Service provision is currently delivered via a contract with Seniorlink Eldercare. The contract started in April 2008 and is due to continue until 31 March 2012. The contract has been significantly varied since 2008 to reflect

continued development of this innovative service. Due to such developments, the advice from the Council's Legal Services is that these variations are so significant in terms of scope and value of resultant activity that it is necessary to re-tender the service. A new and more comprehensive service specification has been developed to fully reflect the current scope of the service and future developments.

- 4.4 An original tendering exercise took place during the Summer 2011 and Cabinet approved the provider identified as part of that exercise on 1 September 2011. During the statutory standstill period (Alcatel) it became apparent that a key requirement of the contract could no longer be met by the identified provider. Resultant investigation and communication was overseen by Corporate Procurement with advice and guidance from the Council's Legal Services. Following investigation recommendations were made to, and supported by, Cabinet on 13 October 2011 to abandon the process and initiate a new tender with a revised specification to address the specific issues concerned. The existing contract was extended to 31 March 2012 to allow this to happen.
- 4.5 Tender documents were issued on the 3 November 2011 OJEU (Official Journal of European Union) Accelerated Restricted Process.
- 4.6 Evaluation was 60% price and 40% quality. Detailed method statements were prepared to assist the evaluation of quality. An evaluation panel was established to score the quality elements of the tender. This panel included the Assistive Technology Strategic Development Manager, a specialist adviser from DASS, the Principal Finance Manager from DASS, a service user, a representative of the local Voluntary, Community and Faith Sector and a representative of the Older Peoples Parliament.
- 4.7 Four tenders were received by the deadline and were subsequently evaluated for quality and price.
- 4.8 A revised specification and tender documents that specifically addressed the issues raised in the previous tender were produced with guidance, advice and agreement from the Council's Legal Services and Corporate Procurement Teams. Audit has subsequently confirmed that they would be satisfied with adherence to a procurement process that was prescribed by the Corporate Procurement Team and was supported by accurate records. The process has been adhered to in terms of timelines, documents and decision making and detailed records/documents have been retained, prepared and checked.
- 4.9 The new specification allows for all key aspects of the service to be contained if necessary and will provide an effective mechanism for controlling expenditure. The specification and tender is on a cost/volume basis rather than agreed levels of activity. The contract and payments will be based on actual activity delivered at a fixed cost rather than having a pre-agreed total contract value (although an upper limit will be specified).
- 4.10 The tender is for 12 months from 1 April 2012 with an option to extend for two additional renewals, each for a period of up to 12 months not exceeding 31 March 2015. This timeline combined with the approach outlined in 4.9 above will support continued developments towards personal budgets.

4.11 Details of the evaluation for the submitted tenders, including identification of the provider which evaluated highest overall are contained within exempt Appendix 1.

## **5.0 RELEVANT RISKS**

5.1 As specified in 4.3, advice from the Council's Legal Services was that due to significant variation from the original contract awarded in 2008 that it is necessary to re-tender under a revised contract.

5.2 All providers addressed transition and handover issues in their tender which have been fully considered as part of the tender evaluation process.

## **6.0 OTHER OPTIONS CONSIDERED**

6.1 As highlighted in 5.1 no other options for continued provision of this service were viable.

## **7.0 CONSULTATION**

7.1 Assistive Technology has been discussed widely at a local and national level and still features heavily in policy direction particularly about the shift toward prevention. Locally, Assistive Technology has been discussed at Health & Wellbeing events and has the support of the Older Peoples Parliament. Assistive Technology also featured in the Wirral: *be part of it* consultation. Again there was support for the service, although there was a recommendation to explore the possibility of introducing nominal charging. This is currently being researched with findings and options to be presented early 2012 and allied to the publication of an Assistive Technology Strategy for Wirral.

## **8.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS**

8.1 This has been an accelerated restricted procurement process. Due to the nature of the service it is not possible to disaggregate it to provide opportunities for local Voluntary, Community and Faith organisations. Otherwise no implications have been identified. A representative from the local Voluntary, Community and Faith Sector was involved in the evaluation panel.

## **9.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS**

9.1 The budget for this service for 2011/2012 is £1,530,300 (including costs of equipment). This includes £174,000 from NHS Wirral.

9.2 The existing costs for the elements of the service are assessment, installation, maintenance of equipment, review, monitoring and response (excluding cost of equipment), has been compared to the proposed costs provided within this procurement exercise, and in almost all aspects there has been a notable reduction. Overall, the costs for the new contract can be said to represent significantly improved value for money compared to current costs for the same levels of activity, allowing the Council to support more people within existing resources. However, it should be noted that the original contract was awarded in 2008 following a tendering exercise, when it was identified as the most economically advantageous at that time. The current tariff reflects the growth of this market and the increase in competition.

9.3 The specification and tender is not for agreed levels of activity and is on a cost/volume basis. Payment is based on actual activity. The specification allows for all key aspects of the service to be contained if necessary

9.4 Care Services Efficiency Delivery Unit (CSED) of the Department of Health was engaged to conduct a financial evaluation of telecare in Wirral. Estimating avoided costs on the basis of diagnosis at assessment and assumed prevention of more substantial care needs. This gave a Return on Investment (albeit presently non-cashable), of £2.18 for every £1 spent across the health and social care economy.

9.5 There are no staffing, IT or asset issues for Wirral Council.

## 10.0 LEGAL IMPLICATIONS

10.1 A revised specification and tender documents that specifically addressed the issues raised in the previous tender were produced with guidance, advice and agreement from the Council's Legal Services and Corporate Procurement Teams.

## 11.0 EQUALITIES IMPLICATIONS

11.1 At present this is a universal service for which no equality issues have been identified.

11.2 Equality Impact Assessment (EIA)

(a) Is an EIA required? No

## 12.0 CARBON REDUCTION IMPLICATIONS

12.1 None identified.

## 13.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS

13.1 None identified.

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## APPENDICES

None

## EXEMPT APPENDICES:

Appendix 1: Tender Evaluation Summary.

## REFERENCE MATERIAL

### SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Cabinet	13/10/11
Cabinet	01/09/11
Cabinet	13/01/11
Cabinet	18/03/10