

NORTH LANARKSHIRE COUNCIL

REPORT

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| TO: Social Work Committee | Subject: Creation of a North Lanarkshire Central Control Centre - Tender Outcome |
| FROM: Jim Dickie Director of Social Work | |
| DATE OF COMMITTEE: 5th October, 1999 | |
| REPORT AUTHOR: Christine Clelland | |
| REF: JD/RP/CC | |

1 PURPOSE OF REPORT

- 1.1 The purpose of this report is to advise Committee on the Tender returns for the North Lanarkshire Council Alert Control Centre management system and to advise that in accordance with the delegations given to the Director of Administration, this contract is being progressed for acceptance.

2 BACKGROUND

- 2.1 The Social Work Committee on Tuesday 19th January, 1999, approved the creation of a North Lanarkshire Alert Control Centre, and also approved that the capital cost of approximately £64,000 be remitted to the Policy and Resources Committee for approval. Policy and Resources Committee approval was given on 2nd February, 1999.
- 2.2 On Tuesday 8th June, 1999, a report was submitted to seek approval from Committee to invite Tenders for the provision of the North Lanarkshire Council Control Centre management system. Committee approval to proceed was given.

3 ACCEPTANCE BY THE DIRECTOR OF ADMINISTRATION

- 3.1 The request by the Convenor of the Social Work and the Director of Social Work to the Director of Administration that the Tender be accepted, and processed out with the Committee cycle was based on the following:
- ◆ Tunstall require 10 weeks from the date of order to having system up and operational. This requires the order to be placed during week commencing 13th September, 1999, leaving no margin for error.
 - ◆ I.T Services within North Lanarkshire will not implement new IT systems in December.

- ◆ If the system is not operational by the end of November, we will require to continue to pay South Lanarkshire Council Call Handling Fees in December, and January, and possibly February. (Cost to the Authority £15,000-£20,000).
- ◆ Twelve Sheltered Housing Complexes are awaiting connection and Housing a number of which are having to incur the cost of sleepover allowances to staff until such time as the system has been connected to the Control Centre.
- ◆ The staff cost of operating our own Control Centre are in the main being incurred at present since the posts are likely to be filled with staff who are supernumerary following partial implementation of the home care review.
- ◆ South Lanarkshire at present are not willing to connect new North Lanarkshire clients to the system (since June, 1999). The longer this situation continues the more people will be on the waiting list (600 at present), and the greater the risk to vulnerable clients.

4 TENDER RETURNS

4.1 All five UK based manufacturers and suppliers of Call Handling equipment were invited to tender, these being:

- Initial Shurrock
- Tunstall Telecom
- Jon Tec
- Telelarm Care
- Tyne Tec

4.2 The deadline for submission of Tenders was noon on Monday 9th August, 1999.

4.3 Two companies submitted tenders by the prescribed date:

1. Telelarm Care
2. Tunstall Telecom

4.4 One company, Jon Tec made a submission not in accordance with the rules of the Tender process.

4.5 Two companies declined to Tender, being:

1. Initial Shurrock
2. Tyne Tec

5 ANALYSIS OF TENDER RETURNS

5.1 The Tenders from Telelarm Care and Tunstall Telecom were opened in accordance with the Council's Standing Orders.

5.2 The Tenders were evaluated against a set of criteria which took the form of a questionnaire completed by Tendering companies.

5.3 The areas examined were:

- (i). Price
 - a. Hardware and Software Costs
 - b. Maintenance Costs
- (ii). Comparison of Systems
- (iii). Compatibility with Existing NLC Equipment
- (iv). Training
- (v). Past Experience
- (vi). Reliability

5.4 There was little difference between the capabilities of the systems. However, the Tunstall Telecom system does offer facilities that Telealarm Care do not which would be advantageous to day-to-day operational reliability.

6 FINANCE

6.1 With regard to the price, Tunstall Telecom submitted the lowest tender in respect of the Hardware and Software requirements, ie.

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| Tunstall Telecom | £62,120.78 |
| Telealarm Care | £64,996.00 |

6.2 Both tenders included maintenance and warranties for the first year.

Subsequent maintenance contracts will be dealt with as per North Lanarkshire Councils Contract Standing Orders.

7 CONCLUSION

7.1 In determining which tender would be considered best value, factors which were deemed critical to the process were compatibility with existing alarm equipment, reliability and past experience of both companies products within North Lanarkshire.

7.2 NLC Social Work Department has had experience of working with both Telealarm Care and Tunstall Telecom.

7.3 In respect of Telealarm Care, albeit on a relatively small scale, the experience has not been positive. After-sales advice, support and reliability has been lacking.

7.4 The Council, and in particular the Social Work Department has over 15 years experience of working with Tunstall Telecom equipment. There are currently 3,197 dispersed Tunstall Telecom alarm units in service within North Lanarkshire. Two-thirds of North Lanarkshire Sheltered Housing Complexes have Tunstall Telecom Warden Call Equipment. Sheltered and amenity housing included in the current upgrade of Call Equipment Programme is to Tunstall Telecom equipment.

7.5 Experience of Tunstall Telecom has been positive in terms of after-sales advice, support and response to operational requirements, and reliability.

7.6 Whilst acknowledging Telealarm Care submitted the lowest maintenance costs this is felt to be offset by the more reliable service provided by Tunstall Telecom.

7.7 Tunstall Telecom offer additional facilities within the tender price which are seen to be advantageous to the efficient operation of the service, namely:

- ◆ Have the ability to constantly monitor the communication rack and automatically report faults.
- ◆ Give a visual display of LIM usage to system operator.
- ◆ Allow incoming calls to be prioritised by system users.
- ◆ Give the option of closing down a call while still holding open the action log for further edit or perusal.

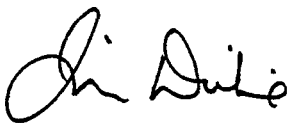
7.8 The cost of the Tunstall Telecom Management System is within the resources approved by the Policy and Resources Committee.

8 RECOMMENDATION

8.1 The Committee is asked to note that in accordance with the delegations given to the Director of Administration, this contract is being progressed for acceptance, after consultation with the Convenor.

9 BACK GROUND PAPERS

9.1 Background papers are available from Jim Nisbet, Principal Officer, Community Care (Operations), tel. 01698 332031.



Jim Dickie
Director of Social Work