

To: SOCIAL WORK COMMITTEE		Subject: PURCHASE OF COMMUNITY ALARM UNITS - TENDER OUTCOME
From: DIRECTOR OF SOCIAL WORK		
Date: 19 DECEMBER 2002	Ref: CC/TB/NL	

1. PURPOSE OF REPORT / INTRODUCTION

- 1.1. The purpose of this report is to advise Committee of the tender returns for the purchase of 1, 200 dispersed Community Alarm units.

2. BACKGROUND

- 2.1. One of the central aims of North Lanarkshire Council is to provide flexible home support services to allow people to be cared for at home. The Community Alarm Service plays a major role in providing an integrated home support service, which is consistent with best value principles.
- 2.2. The Social Work Committee on 22nd March, 2001, approved the "A Home for the Future" Implementation Plan, which included the provision of, on request to older people living alone, a dispersed community alarm unit.
- 2.3. Since the creation of the North Lanarkshire Council Community Alarm Service in December, 1999, the number of people being supported by the service has increased from 2, 400 to 7, 149.
- 2.4. The number of dispersed alarm units requires to be increased to ensure the service continues to timeously provide support to older people and individuals from other care groups.

3. TENDER RETURNS

- 3.1 Three UK based manufacturers and suppliers of Community Alarm dispersed units were invited to tender, these being:
- i. Initial Shurrock
 - ii. Tunstall Telecom
 - iii. Telealarm Care/Attendo.
- 3.2 The deadline for submission of tenders was noon on Thursday 24th October, 2002.
- 3.3 All three companies submitted tenders by the prescribed deadline.

4. ANALYSIS OF TENDER RETURNS

- 4.1. All tenders were opened in accordance with the Council's Standing Orders.
- 4.2. The tenders were evaluated against a specification given to companies within the tender documentation. The areas examined were:
- i. Price: Hardware, Maintenance Costs and Response Times, Comparison of Systems
 - ii. Compatibility with existing NLC Call Centre Equipment
 - iii. Past experience
 - iv. Reliability.
- 4.3. An examination of the tender documentation submitted indicated that all three systems met the specification as outlined in the tender document. Indeed, all three exceeded the specification in differing aspects of Smart Technology.
- 4.4. North Lanarkshire Council Social Work has experience of working with all of the companies who submitted tenders.
- 4.5. In respect of Telealarm Care, now Attendo Systems, albeit on a relatively small scale, the experience has not been positive. After sales advice and support has been lacking. The reliability of the unit was deemed to be of poor standard. Telealarm Care submitted the highest price.
- 4.6. Within North Lanarkshire Initial Shurrock is a relatively new provider of dispersed alarm units. However, to-date they have given prompt service when required and good technical back-up has been available on request. On this occasion Initial Shurrock submitted the second highest price.
- 4.7. Experience of Tunstall Telecom has been positive in terms of after sales advice, support and response to operational requirements and reliability. Tunstall Telecom submitted the lowest price.

5. FINANCE

- 5.1. With regard to price costs submitted by each company for the purpose of 1, 200 dispersed alarm units are noted below:
- | | | | |
|------|------------------|-----------|--------------------|
| i. | Initial Shurrock | £114, 600 | (£95.50 per unit) |
| ii. | Tunstall Telecom | £108, 000 | (£90.00 per unit) |
| iii. | Telealarm Care | £124, 800 | (£104.00 per unit) |
- 5.2. All tenders include the two year on-site maintenance.
- 5.3. Any subsequent maintenance contracts will be dealt with in accordance with North Lanarkshire Council's Contract Standing Orders.

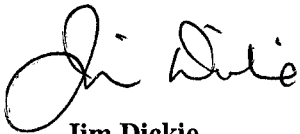
6. CONCLUSION

- 6.1 In determining which tender would be considered value for money factors which were deemed essential to the process were compatibility with existing call centre equipment, reliability, past experience of the product and after sales service.
- 6.2 Whilst acknowledging the additional functionality of the various systems, the basic requirements outlined in the specification effectively and efficiently meet the presenting needs of excess of 90% of service users.
- 6.3 It is therefore proposed the price submitted by Tunstall Telecom should be accepted.

7. RECOMMENDATION

7.1 Committee is asked to:

- i. Accept the price submitted by Tunstall Telecom for the purchase of 1, 200 dispersed community alarm units.
- ii. Give approval to proceed with the purchased of the dispersed alarm units.



Jim Dickie
Director of Social Work
18 November 2002

For further information on this report please contact Christine Clelland, Homecare Service Manager, TEL: (01698 332031)