

To: SOCIAL WORK COMMITTEE		Subject: PURCHASE OF COMMUNITY ALARM DISPERSED UNITS – TENDER OUTCOME
From: DIRECTOR OF SOCIAL WORK		
Date: 25 AUGUST 2005	Ref: JN/AMacN	

1. Purpose of Report/Introduction

The purpose of this report is to advise Committee of the tender returns for the purchase of 1,000 dispersed Community Alarm Units and to seek approval to purchase the units from Attendo Systems Ltd.

2. Background

2.1. Social Work Committee on the 15th January, 2005 approved the purchase of a further 1,000 dispersed Community Alarm Units to meet anticipated growth in service, and to replace units that are beyond repair or obsolete.

3. Tender Process

3.1. Nineteen UK based manufacturers and suppliers of Community Alarm Units were invited to tender, these being:

- i) Attendo Systems Limited
- ii) Bosch Security Systems
- iii) British Telecom
- iv) Centre for Sheltered Housing
- v) Cirrus Communication Systems Limited
- vi) Community Alarms Marketing Agency
- vii) Delta Communications (UK) Limited
- viii) Incom Systems Limited
- ix) Initial Community Care Limited
- x) Insight Social Research Limited
- xi) Jontek limited
- xii) Network Communication Systems Limited
- xiii) RSL/Steeper
- xiv) Secure Electronic Applications Limited
- xv) Supra UK Limited
- xvi) Telealarm Limited
- xvii) Tunstall Telecom
- xviii) Tyntec Limited
- xix) Vivatec Limited

3.2. Seven submitted tenders by the prescribed deadline of noon on Monday 6th June, 2005, these being:

- i) Attendo Systems Limited
- ii) Cirrus Communication Systems
- iii) Initial Community Care Limited
- iv) Network Communication Systems Limited
- v) Secure Electronic Applications Limited
- vi) Tunstall Telecom
- vii) Tyntec Limited

3.3. The areas examined were:

- a) Price, including replacement cost of pendant, other hardware and maintenance costs
- b) Response times comparison of systems
- c) Compatibility with existing North Lanarkshire Council Equipment
- d) Past experience
- e) Reliability
- f) Ease of installation

4. Finance

4.1 The prices per unit tendered by each of the seven applicants is as follows;

	Total Tender Price
i) Attendo Systems Limited (£85.00)	£85,000
ii) Cirrus Communication Systems (£100.70)	£100,700
iii) Initial Community Care Limited ((£95.00)	£95,000
iv) Network Communication Systems Limited (£105.00)	£105,000
v) Secure Electronic Applications Limited (£95,55)	£95,550
vi) Tunstall Telecom (£85.00)	£85,000
vii) Tyntec Limited (£97.60)	£96,600

4.2 All tenders include five year back to base warranty as required in the tender specification, with any subsequent maintenance contracts dealt with as per North Lanarkshire Council's Contract Standing Orders.

4.3 The purchase of the units will be funded from the Tools and Equipment budget provided for this purpose.

5. Tender Evaluations

5.1 In determining which tender would be considered best value, factors in addition to cost that were deemed critical to the process were compatibility with existing Call Centre Equipment, reliability, past experience of all companies products and after sales service within North Lanarkshire.

5.2 The Social Work Department has had experience of working with three of the companies who submitted tenders – Attendo Systems Ltd, Tunstall Telecom and Initial Community Care.

5.3 In respect of Attendo Systems, the Horizon unit was found to be easy to use and install. The inclusion of a key pad on the base of the unit allows remote programming to be carried out without the need for additional equipment and without interruption to the Call Centre. The replacement cost of the pendant is also favourable. Although Attendo Systems were previously found to be lacking in aftersales advice and support, the Company has recently opened an office in Coatbridge to support and service other contracts they have been awarded by North Lanarkshire Council. Attendo Systems offered the lowest tender price alongside Tunstal.

5.4 Cirrus Communication Systems submitted a tender to supply the Smart Call. This unit did not meet the specification in relation to effective range in home and garden.

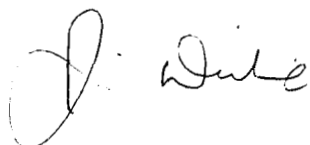
- 5.5 Initial Community Care provided a tender for the Intellilink System of which we have recent experience. The unit has a high level of functionality but requires an additional piece of equipment, which would be provided by the Company, in order to programme the unit.
- 5.6 Network Communication Systems provided a tender for the Reflex II. For maximum efficiency alarms are programmed during the night, and not in the service user's home. This unit does not offer this facility. Network Communication Systems was the most expensive tender.
- 5.7 Secure Electronic Applications provided a tender document, but no information relating to the system to be provided.
- 5.8 The experience of Tunstall Telecom has been good in terms of operational requirements and aftersales advice. Tunstall Telecom have however responded to the tender by changing the specification of an existing model (Lifeline 400) to meet the tender specification. It is very similar in appearance but does not offer the same level of functionality as the Lifeline 400 or the Attendo Horizon.
- 5.9 Tyntec provided a tender for the Say Phone. Whilst this unit provided a high level of functionality the fact that a low battery signal is only sent after the pendant is activated was concerning.

6. Conclusion

- 6.1 Attendo Systems have provided a competitive tender for the Horizon System which offers a high level of functionality at a competitive price, and it is therefore considered that the bid from Attendo Systems offers the best value.

7. Recommendation

- 7.1 It is recommended to Committee that Attendo Systems Limited be awarded the contract to supply the 1,000 dispersed alarm units.



Jim Dickie
Director of Social Work
8 August 2005

For further information on this report please contact Jim Nisbet Manager, Older Peoples Services on telephone 01698-332031