

NORTH LANARKSHIRE COUNCIL
REPORT

To: SOCIAL WORK COMMITTEE		Subject: PURCHASE OF COMMUNITY ALARM DISPERSED UNITS – TENDER OUTCOME
From: DIRECTOR OF SOCIAL WORK		
Date: 26 OCTOBER 2006	Ref: RP/AMACN/CC	

1. Purpose of Report

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 request acceptance of the recommendation noted.

2. Background

2.1 Social Work Committee on the 18th May 2006 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 Returns

3.1 Fifteen UK Based manufacturers and suppliers of Community Alarm Units were invited to tender, these being:

- i. Initial Community Care Ltd
- ii. Tunstall Telecom
- iii. Attendo Systems Ltd
- iv. Cirrus Communication Systems Ltd
- v. Bosch Security Systems
- vi. British Telecom
- vii. Delta Communications (UK) Ltd
- viii. Incom Systems Ltd
- ix. Network Communication Systems Ltd
- x. RSL/Steeper
- xi. Secure Electronic Applications Ltd
- xii. Supra UK Ltd
- xiii. Telealarm Ltd
- xiv. Tyntec Ltd
- xv. Vivatec Ltd

3.2 The deadline for submission of tenders was noon on Monday 31st July 2006.

3.3 Five 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.

4.3 The areas examined were:

- (i) Price, including replacement cost of pendant: Hardware, Maintenance Costs and Response Times Comparison of Systems
- (ii) Compatibility with existing NLC Equipment
- (iii) Past Experience
- (iv) Reliability
- (v) Ease of installation

4.4 An examination of the tender documentation submitted indicated that only two systems fully complied with the specification outlined in the tender document, these being Initial Community Care and Tunstall Telecom.

5. Finance

5.1 With regard to the price:

i.	Initial Community Care	£85,000	(per unit £85.00)
ii.	Tunstall Telecom	£85,000	(per unit £85.00)
iii.	Telealarm Ltd	£85,000	(per unit £85.00)
iv.	Tyntec Ltd	£95,000	(per unit £95.00)
v.	Network Communication Systems	£95,000	(per unit £95.00)

5.2 All tenders include 5 year back to base warranty asked for in the specification.

5.3 Any subsequent maintenance contracts will be dealt with as per North Lanarkshire Council's Contract Standing Orders.

6. Conclusion

6.1 In determining which tender would be considered best value, factors which were deemed critical to the process were compatibility with existing Call Centre Equipment, reliability, past experience of all companies products, and after sales service.

6.2 The Social Work Department has lengthy experience of working with two of the companies who submitted tenders, namely Tunstall Group and Initial Community Care. Attendo Systems who were the successful applicants in last years tender have since been taken over by Initial Community Care.

6.3 In respect of the Initial Community Care bid, the "Horizon Unit", previously the Attendo Systems product, was found to be easy to use and install, however having used this product over the last year it has not been possible to resolve problems which have arisen with poor sound quality.

6.4 The experience of Tunstall Telecom has been good in terms of operational requirements and after sales advice. This alarm unit does not offer the same level of functionality as some of the other alarm units. It does however meet all requirements of the specification.

6.5 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.

6.6 Network Communication Systems provided a tender for the "Reflex Plus II". This unit does not have an illuminated emergency button and requires the addition of a hand terminal to programme it.

6.7 Telealarm Ltd offered what appeared to be a competitive tender however to meet some elements of the specification required an adaptation at a cost of £10+vat per unit.

7. Recommendation

7.1 Tunstall Telecom has provided a competitive tender for the "Lifeline Lite" which offers a high level of functionality and meets the requirements of the tender specification. It is therefore considered that the bid from Tunstall Telecom offers the best value.

7.2 Committee is asked to:

- i. accept the recommendation contained within the report that Tunstall Telecom be awarded the contract to supply 1,000 dispersed alarm units.



Jim Dickie
Director of Social Work
26 October 2006

For further information on this report please contact Jim Nisbet, Older Peoples Services, tel: 01698 332051