

# North Lanarkshire Council Report

## Adult Health and Social Care Committee

approval  noting

Ref

Date 29/08/19

## Aids for Daily Living Framework Agreement

**From** Morag Dendy, Interim Head of Planning, Performance and Quality Assurance

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### Executive Summary

This report seeks the approval of the Committee to approve the appointment to a Framework Agreement for Aids for Daily Living of the following suppliers: Aidapt Bathrooms Limited, Connevans Limited, Drive DeVilbiss Healthcare Limited, Nottingham Rehab Limited (Trading as NRS Healthcare), Performance Health International Limited, R82 UK Limited, Safe and Sound Products (A Division of Gordon Ellis & Co.), W Munro (Rehab) Limited.

The framework agreement has an initial period of 3 years (anticipated to be from 1 October 2019 to 30 September 2022) with the Council reserving the right to extend for a further one year (to 30 September 2023).

The estimated total value of the framework agreement is £2,800,000.00 including the option to extend.

The procurement complied fully with the Council Contract Standing Orders and contract award procedure and the successful tenderers provided the most economically advantageous tenders in terms of quality and price.

### Recommendations

Social Work Sub Committee is asked to approve that the following tenderers are appointed to the Framework Agreement for the following Lots, on a ranked basis applying the rankings identified through the evaluation process:

#### Lot 1 – Access and Bed Aids

- Nottingham Rehab Limited (Trading as NRS Healthcare) Limited
- W Munro (Rehab) Limited

#### Lot 2 – Bathing and Showering

- Aidapt Bathrooms Limited
- Drive DeVilbiss Healthcare Limited
- Nottingham Rehab Limited (Trading as NRS Healthcare) Limited

#### Lot 3 – Commodes and Toileting

- Aidapt Bathrooms Limited
- Drive DeVilbiss Healthcare Limited
- Nottingham Rehab Limited (Trading as NRS Healthcare) Limited

#### Lot 4 – Dressing, Eating and Drinking

- Performance Health International Limited
- Nottingham Rehab Limited (Trading as NRS Healthcare)
- R82 UK Limited

#### Lot 5 – Household and Kitchen

- Drive DeVilbiss Healthcare Limited
- Aidapt Bathrooms Limited
- Nottingham Rehab Limited (Trading as NRS Healthcare) Limited

#### Lot 6 – Hearing Impairment

- Connevans Limited
- Safe and Sound Products (A Division of Gordon Ellis & Co.)

#### Lot 7 – Rails

- Aidapt Bathrooms Limited
- Drive DeVilbiss Healthcare Limited
- Performance Health International Limited

#### Lot 8 – Visual Impairment

- Nottingham Rehab Limited (Trading as NRS Healthcare) Limited

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## **The Plan for North Lanarkshire**

Priority                      Improve the health and wellbeing of our communities

Ambition statement      (12) Ensure our residents are able to achieve, maintain, and recover their independence through appropriate supports at home and in their communities

### **1. Background**

1.1 North Lanarkshire Council works in partnership with NHS Lanarkshire to fund the Equipment and Adaptations Service (EAS), and purchases aids for daily living on behalf of both organisations. The EAS provides a wide range of aids for daily living, specialist equipment and housing adaptations that support people to live independently in their own homes.

1.2 Equipment and adaptations are recognised as a very cost effective part of an integrated community care service. Provision of relatively low cost equipment can prevent accidents in the home which can result in significant costs to health and social care services and are detrimental to the individuals' health and wellbeing.

- 1.3 The Council's previous framework agreement expired on 30 November 2018. A procurement procedure to implement a contract as its replacement was undertaken but was subsequently withdrawn in February 2019 following the discovery of errors in the process. Health & Social Care North Lanarkshire instructed North Lanarkshire Council to establish a new framework agreement to meet its requirements in respect of supply of aids for daily living to the EAS. The Framework Agreement incorporates eight lots covering a wide range of items and products. It was the Council's aim to appoint a maximum of three tenderers to each lot within the Framework Agreement on a ranked basis. This arrangement was agreed to ensure consistency of quality of goods provided and minimise the risk to service users if a first ranked supplier was unable to meet order requirements during the framework duration, and has proved effective in the previous framework.
- 1.4 The main objectives of the framework agreement are to ensure that the supply of this equipment meets the needs and outcomes of service users and delivers a service that meets best value both in quality and price. Other objectives within the proposed framework agreement include:
- Establish beneficial contractual obligations for tight control of framework agreement spend throughout the duration of the framework agreement;
  - Promote a positive arrangement ensuring effective communication, risk management and dispute resolution;
  - Provide a flexible approach that meets the needs of key stakeholders;
  - Ensure compliant spend with Council's General Contract Standing Orders;
  - Ensure the Council's adherence to statutory regulations in respect of the services being undertaken;
- 1.5 The supply of this equipment fully supports Health and Social Care North Lanarkshire's ambitions to enable its residents, of all ages and disabilities, to remain within their own homes and to support their independent living and social inclusion for as long as possible. The framework agreement will support Health and Social Care North Lanarkshire to fulfil its statutory duties under a range of legislation and the Scottish Government's National Guidance on the provision of equipment and adaptations.

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## **2. Report**

- 2.1 A procurement strategy was developed by care group, quality assurance and procurement representatives. This took cognisance of existing knowledge and service provision, market conditions, community benefits and North Lanarkshire's strategic approach to provision of equipment and adaptations to people in their own homes.
- 2.2 The forecast annual spend for this framework agreement has been estimated based on available funding and historical spend on existing contracts. The total value of the contract including any extension has been advertised as £2,800,000.00.
- 2.3 The value of the framework agreement dictates that the procurement be undertaken pursuant to the Procurement (Scotland) Regulations 2016.
- 2.4 The contract opportunity was published on the Official Journal of the European Union and the Public Contracts Scotland national procurement portal on 18 March 2019.

- 2.5 A single stage (open procedure) contract award procedure was adopted.
- 2.6 Based on the criteria and scoring methodology set out in the procurement documents, a full evaluation of the tenders received was completed by members of the evaluation panel.
- 2.7 Appendix 1 confirms the scoring achieved by each tenderer, and further detail of the procurement process is provided in Appendix 2.
- 2.8 The contract award recommendation is made on the basis of the tenderers who submitted the most economically advantageous tender, (quality score and financial score combined).
- 2.9 The designated Contract Manager within Health and Social Care will be responsible for contract and provider management which will be undertaken in accordance with social work's agreed approach.

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### **3. Equality and Diversity**

- 3.1 **Fairer Scotland Duty**  
The establishment of the framework agreement supports the Fairer Scotland Duty under Part 1 of the Equality Act 2010 by supplying equipment to residents of North Lanarkshire living in their own homes regardless of income or socioeconomic status. Suppliers have also committed to provision of community benefits within their tenders which include offering employment to people in the local community, training opportunities, work placements, volunteering opportunities, supporting local SME supply chain and local community resources, promoting disability awareness, providing support to and preferential pricing to disability organisations, grants to charities, fundraising and charity donations.
- 3.2 **Equality Impact Assessment**  
The supplies covered by the framework are a development of existing supplies and there are no changes in implications for service users.

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### **4. Implications**

- 4.1 **Financial Impact**  
The framework agreement has an estimated advertised total value of £2,800,000 over the maximum period of the contract including any extension. The costs associated with contract delivery will be contained within the Health and Social Care budget. Based on current spend levels at current prices, the new framework is anticipated to give savings of an estimated 8.7%. This is not a guaranteed level of savings as spend may vary depending on demand and service user need.
- 4.2 **HR/Policy/Legislative Impact**  
The recommended suppliers have demonstrated commitment to delivering community benefits including offering employment to people in the local community, work experience, and supporting volunteering and training and development.

- 4.3 Environmental Impact  
The recommended suppliers have demonstrated commitment to delivering community benefits including use of local supply chains, working with local companies, and use of local facilities, including sharing buildings, and minimising environmental impact by using couriers to reduce numbers of transport journeys, use of solar panels, recycling and use of recyclable packaging..
- 4.4 Risk Impact  
No significant risks have been identified.
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**5. Measures of success**

- 5.1 The service will be subject to robust monitoring as part of social work's contract management framework.
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**6. Supporting documents**

- 6.1 Appendix 1 Summary of Evaluation Process
- 6.2 Appendix 2 Summary of Procurement and Evaluation Process



**Morag Dendy**  
**Interim Head of Planning, Performance and Quality Assurance**  
**Health & Social Care North Lanarkshire**

## Appendix 1 Summary of Evaluation Process

### Stage 1 - Selection Stage

<b>Tenderer Name</b>	<b>Met criteria (Yes/No)</b>
Action on Hearing Loss	No
Aidapt Bathrooms Limited	Yes
Allardyce Healthcare Limited	No
Bellman & Symfon UK Limited	Non-compliant
Cefndy Healthcare	Yes
Connevans Limited	Yes
Drive DeVilbiss Healthcare Limited	Yes
Nottingham Rehab Limited	Yes
Performance Health International Limited	Yes
R82 UK Limited	Yes
Safe and Sound Products	Yes
Simplymed Limited	Yes
W Munro (Rehab) Limited	Yes

### Stage 2 - Award Stage

(Please note that each Tenderer's Total Combined Score is the sum of the Tenderer's Total Weighted Price Score for each Lot they submitted a Tender for plus the Tenderer's overall Total Quality Weighted Score used for all Lots they submitted a Tender for. The scores and ranking therefore vary across Lots).

<b>Lot 1 – Access and Bed Aids</b>			
<b>Rank</b>	<b>Tenderer Name</b>	<b>Total Combined Score</b>	<b>Recommended for framework award (Yes/No)</b>
<b>1</b>	Nottingham Rehab Limited (Trading as NRS Healthcare)	81.41%	Yes
<b>2</b>	W Munro (Rehab) Limited	78.67%	Yes

<b>Lot 2 – Bathing and Showering</b>			
<b>Rank</b>	<b>Tenderer Name</b>	<b>Total Combined Score</b>	<b>Recommended for framework award (Yes/No)</b>
<b>1</b>	Aidapt Bathrooms Limited	85.67%	Yes
<b>2</b>	Drive DeVilbiss Healthcare Limited	76.39%	Yes

3	Nottingham Rehab Limited (Trading as NRS Healthcare)	74.71%	Yes
4	Performance Health International Limited	62.59%	No

### Lot 3 – Commodes and Toileting

Rank	Tenderer Name	Total Combined Score	Recommended for framework award (Yes/No)
1	Aidapt Bathrooms Limited	85.67%	Yes
2	Drive DeVilbiss Healthcare Limited	80.16%	Yes
3	Nottingham Rehab Limited (Trading as NRS Healthcare)	77.60%	Yes
4	Simplymed Limited	69.16%	No
5	Performance Health International Limited	63.84%	No
6	Cefndy Healthcare and Manufacturing	51.21%	No

### Lot 4 – Dressing / Eating & Drinking

Rank	Tenderer Name	Total Combined Score	Recommended for framework award (Yes/No)
1	Performance Health International Limited	72.00%	Yes
2	Nottingham Rehab Limited (Trading as NRS Healthcare)	68.57%	Yes
3	R82 UK Limited	58.95%	Yes

### Lot 5 – Household and Kitchen

Rank	Tenderer Name	Total Combined Score	Recommended for framework award (Yes/No)
1	Drive DeVilbiss Healthcare Limited	87.00%	Yes
2	Aidapt Bathrooms Limited	84.90%	Yes
3	Nottingham Rehab Limited (Trading as NRS Healthcare)	74.33%	Yes
4	Performance Health International Limited	68.48%	No

<b>Lot 6 – Hearing Impairment</b>			
<b>Rank</b>	<b>Tenderer Name</b>	<b>Total Combined Score</b>	<b>Recommended for framework award (Yes/No)</b>
<b>1</b>	Connevans Limited	75.67%	Yes
<b>2</b>	Safe & Sound Products (A Division of Gordon Ellis & Co.)	69.75%	Yes

<b>Lot 7 – Rails</b>			
<b>Rank</b>	<b>Tenderer Name</b>	<b>Total Combined Score</b>	<b>Recommended for framework award (Yes/No)</b>
<b>1</b>	Aidapt Bathrooms Limited	85.67%	Yes
<b>2</b>	Drive DeVilbiss Healthcare Limited	78.75%	Yes
<b>3</b>	Performance Health International Limited	67.44%	Yes
<b>4</b>	Nottingham Rehab Limited (Trading as NRS Healthcare)	66.80%	No
<b>5</b>	Cefndy Healthcare and Manufacturing	53.10%	No

<b>Lot 8 – Visual Impairment</b>			
<b>Rank</b>	<b>Tenderer Name</b>	<b>Total Combined Score</b>	<b>Recommended for framework award (Yes/No)</b>
<b>1</b>	Nottingham Rehab Limited (Trading as NRS Healthcare)	85.67%	Yes

## Appendix 2 Summary of Procurement and Evaluation Process

Contract Title	Aids for Daily Living Framework Agreement
Contract period adopted by the Council	It is envisaged that the Framework Agreement will be awarded for a period of three (3) years with the Council reserving the right to extend for a further one (1) year. It is anticipated that the Framework Agreement will commence on 01 October 2019 and expire on 30 September 2023 should the Council proceed with the additional one (1) year extension option. Should the Council not proceed with the additional one (1) year extension option, the Framework Agreement is due to expire on 30 September 2022.
Estimated total contract value	£2,800,000.00
Governing UK Procurement Regulation	Procurement (Scotland) Regulations 2016
Contract award procedure adopted	Single stage (open procedure)
Interest List – number of organisations that downloaded the procurement documents from the procurement portal	33
Number of Tenders received by response deadline	13
Number of non-compliant Tenders	1
Number of compliant Tenders	12
Number of Tenderers recommended for contract award	8
Basis of contract award	Most Economically Advantageous Tender
Evaluation criteria and weightings	60% Quality and 40% Price
Evaluation team	Representatives from adult services, quality assurance and procurement teams.
Consideration of procurement methodology and processes to ensure SME friendly process	The tender was open to all interested suppliers, with a single stage methodology to simplify the process as far as possible. 11 of the 13 organisations which tendered and 7 of the recommended tenderers classed themselves as SMEs.