

## CABINET

16 August 2022

### CARE TECHNOLOGY SERVICE PROCUREMENT

Report of the Portfolio Holder for Health, Wellbeing and Adult Care

Strategic Aim:	Healthy and Well	
Key Decision: No	Forward Plan Reference: FP/140422	
Exempt Information	No	
Cabinet Member(s) Responsible:	Cllr Samantha Harvey, Portfolio Holder for Health, Wellbeing and Adult Care	
Contact Officer(s):	John Morley, Strategic Director for Adult Services and Health	01572 758442 jnmorley@rutland.gov.uk
	Mat Wise, Hospital & Clinical Integration Lead	01572 758287 mwise@rutland.gov.uk
Ward Councillors	N/A	

#### DECISION RECOMMENDATIONS

That Cabinet:

1. Approves the procurement and overarching award criteria for the Care Technology contract.
2. Authorises the Strategic Director for Adult Services and Health, in consultation with the Portfolio Holder with responsibility for adult care to award the contract resulting from this procurement.

#### 1. PURPOSE OF THE REPORT

- 1.1 This report sets out the proposed re-tendering of the current Assistive Technology contract.

#### 2. BACKGROUND AND MAIN CONSIDERATIONS

- 2.1 The Care Act 2014 places a statutory duty on Local Authorities to support vulnerable adults with eligible needs and to prevent or delay them developing needs for formal or informal care and support, and to reduce needs that already exist. Care technology is key to successfully meeting our statutory obligations.

- 2.2 Care Technology is the overall term that describes the provision of services such as Telecare and Assistive Technology. Telecare is the continuous, automatic, and remote monitoring of real time emergencies and lifestyle changes over time in order to manage the risks associated with independent living. Assistive technology is provision of digital solutions to increase independence and confidence supporting people to live safely in the community.
- 2.3 Through the assessment of individuals' needs and subsequent provision of Care Technology to support those needs, the Service will help prevent admissions to hospital and residential care and reduce the level of domiciliary support required.

### **3. DIGITAL SWITCHOVER**

- 3.1 The process of digital transformation will have a significant impact. By 2025 analogue telephone services will be switched off as the UK's telecoms infrastructure is upgraded to digital connectivity. The shift has urgent implications for the technology enabled care sector, however there is opportunity to embrace this transformation and upgrade services so people can choose technology enabled care to enrich and enhance their everyday lives. This agenda is supported by the TSA: The Voice of Technology Enabled Care [www.tsa-voice.org.uk](http://www.tsa-voice.org.uk).
- 3.2 RCC commissioners acknowledge that the national digital switchover will make existing analogue solutions obsolete. For the safety of service users, it is therefore important a new contract will ensure any telecare and social alarm service reliability are not compromised.
- 3.3 In addition, the contract requires delivery of an efficient and person-centred service providing referral triage, assessment, and provision of all care technology. The new service will have to carry out continuous research and development to ensure RCC delivers innovative care technology solutions across the life of the contract.

### **4. CURRENT PROVISION OF SERVICE**

- 4.1 The contract currently in place is due to expire on 31st March 2023, and the Council should consider continuation of this service in some form to ensure vulnerable residents continue to be supported to live their lives safely and as independently as possible.

### **5. PROCUREMENT MODEL**

- 5.1 The service will be commissioned as a single lot. The nature and size of the service and contract dictates that it could only work as one lot. Separating the staffing and equipment elements would not be viable.
- 5.2 The service will consist of two elements - service delivery and provision of equipment. The service will receive referrals for Care Technology and undertake individual assessments to identify appropriate solutions to meet the individuals' need. It will promote Care Technology locally, including providing advice to enable people to purchase assistive technology privately. The service will provide a suite of training opportunities for staff, informal support, tech huddles, tech events and formal training. It will provide, store, install, maintain, and PAT test Care Technology equipment, and remove and recycle equipment that is no longer needed.
- 5.3 We need to ensure stability of delivery across the analogue to digital transition. We

do not know exactly when this is going to take place, apart from the target date of the end of 2025. The initial contract period is for three (3) years with the option to extend for a further three (3) years. Where the provider is delivering effectively during that initial period a three (3) year extension will provide that stability. We have built in the option to extend for a final period of three (3) years. This takes the total length of the contract to nine (9) years which makes the contract more attractive for prospective bidders.

5.4 The contract value will be set at up to £83,000 per year, £747,000 over the lifetime of the contract where all extensions are utilised.

## **5.5 Procurement Process**

5.5.1 The procurement will follow a single stage open tender process in line with the requirements of the Public Contracts Regulations 2015 and the Council's Contract Procedure Rules.

5.5.2 The value of the contract is above the UK Find a Tender Service Thresholds.

5.5.3 The timetable for the process is set out in Appendix A and the award criteria are set out in Appendix B.

## **6. CONSULTATION**

6.1 As part of an end-to-end review of the service, consultation with staff members representing Adult and Community Care services who access the contract has been sought. The current provider has provided their latest customer feedback information.

6.2 A soft market testing exercise has been completed which has shown there is interest beyond that of the existing provider. Feedback from providers has also helped shape the new specification.

6.3 The Portfolio Holder has been consulted.

## **7. ALTERNATIVE OPTIONS**

7.1 Under the Public Contract Regulations 2015, Award Criteria must be set prior to procurement starting. There is no alternative to setting these in advance.

7.2 The approval of award of the contracts could be brought back to Cabinet for approval rather than delegated to the Portfolio Holder and Strategic Director of Adult Services and Health, however the award will be made in line with the award criteria Cabinet approve and therefore the only alternative to not approving the award would be if there was reasonable grounds to not award at all.

### **7.3 No longer commission the service**

7.3.1 To not re-commission the service would result in the termination of telecare monitoring, an essential service that keep people safe at home and is potentially lifesaving.

7.3.2 It would also mean the termination of digital technology developments, without which our residents have limited solutions to their care needs in the future. Rutland

residents would be left behind in digital enhancement within Social Care delivery.

- 7.3.3 Having no Care Technology service would undoubtedly lead to an increase in the size and number of care packages, at a time when we struggle to commission sufficient care at current levels.

#### **7.4 Bring the service in-house**

- 7.4.1 There would be significant cost to the Council to set up as there are no current resources to support this. Recruitment cycles, staff salary plus on-costs, and staff support services increases would all present significant upfront cost to the Council. There would be a potential risk to business should recruitment be unsuccessful and/or take protracted timescales.

#### **7.5 Partner with another Local Authority**

- 7.5.1 Joining a service already in operation would result in a lack of Rutland-specific focus and would not support the Place-Led Plan objectives on local delivery.
- 7.5.2 This option has been explored with Leicestershire County Council. However, the way in which they deliver and pay for their Assistive Technology service would almost certainly present a risk to the proposed budget for this contract.

### **8. FINANCIAL IMPLICATIONS**

- 8.1 The total cost of the current contract per year is £67,662 and is all funded from the Councils revenue budget.
- 8.2 This is split between staffing and equipment costs:  
Staffing: £29,300;  
Equipment: £38,400.
- 8.3 Feedback from the soft market testing exercise indicated that several providers felt that neither element of the contract was sufficient for them to tender at the existing contract value.
- 8.4 Given that the current contract value was fixed four years ago, it is proposed to increase the annual value to £33k for staffing and £50k for equipment.
- 8.5 To ensure the new contract doesn't create a revenue pressure the funding will now be split with the staffing costs (£33k) continuing to be funded from the revenue budget and the equipment costs (£50k) will be funded from the Councils existing Disabled Facility Grant (DFG) Capital Budget.
- 8.6 The DFG budget does have capacity to take these costs and underspent in both of the last two years.
- 8.7 The DFG does accommodate preventative initiatives and this is equipment is preventative and forms part of the housing MOT so does meet the criteria of DFG funding.

## **9. LEGAL AND GOVERNANCE CONSIDERATIONS**

9.1 The procurement process will be drawn up by Welland Procurement Unit and Commissioning Team, in line with the requirements of the Public Contracts Regulations 2015 and the Council's Contract Procedure Rules.

9.2 Legal advice on the process has been sought.

## **10. DATA PROTECTION IMPLICATIONS**

10.1 A Data Protection Impact Assessments (DPIA) has been completed. No adverse or other significant risks/issues were found. A copy of the DPIA can be obtained from Mat Wise – contact details above.

## **11. EQUALITY IMPACT ASSESSMENT**

11.1 Equality Impact Screening (EIS) has been completed. No adverse or other significant risks/issues were found. A copy of the EIS can be obtained from Mat Wise – contact details above.

## **12. COMMUNITY SAFETY IMPLICATIONS**

12.1 The Council is required by Section 17 of the Crime & Disorder Act 1998 to take into account community safety implications.

12.2 There are no specific community safety implications from the procurement.

## **13. HEALTH AND WELLBEING IMPLICATIONS**

13.1 This contract would support Corporate Strategy Priority 3 - Healthy and Well: Promoting health, happiness, and well-being for people of all ages and backgrounds.

13.2 This contract would support the Adult Social Care priorities of:

13.2.1 Prevention & Early Intervention - Improving early multi-agency responses to people to prevent the need for care and support and to prevent escalation of needs.

13.2.2 Supporting older people to live independently for longer - Delivering services to older people where they live, providing care and support that maintains independence and reduces social isolation.

13.2.3 Helping people to help themselves - Providing easy to access advice and information so that people can make decisions about their eligibility, care and support for themselves.

13.3 This contract would support the Council's Health and Wellbeing Strategy by assisting Rutland residents to remain healthy and independent, promoting healthy ageing and living well with long term conditions and providing equitable access to health and wellbeing services.

## **14. SOCIAL VALUE IMPLICATIONS**

13.1 Under the provisions of the Public Services (Social Value) Act 2012 local authorities are required to consider how economic, social, and environmental well-being may

be improved by services that are to be procured, and how procurement may secure those improvements.

- 13.2 The award criteria will include specific reference to Social Value. The tender will require bidders to review each section of the Future Rutland Vision and shape their social value offer around these priorities by answering a specific social value method statement.

## **15. ORGANISATIONAL IMPLICATIONS**

- 15.1 TUPE (Transfer of Undertakings (Protection of Employment) Regulations 2006) and subsequent amendments will apply to the procurement. The existing provider will be required to submit a TUPE spreadsheet as part of the procurement exercise. Bidders will use this information to develop their service and shape their bid. The TUPE process will then be managed by the provider as part of the implementation period.

## **16. CONCLUSION AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS**

- 16.1 The provision of care technology plays a key role in supporting vulnerable people to remain in their own homes and to prevent and delay hospital admissions.
- 16.2 It is recommended that a procurement to be undertaken to award the Care Technology contract for Rutland County Council to one provider for an initial three year period, commencing on 1<sup>st</sup> April 2023.
- 16.3 It is recommended that Cabinet approve the procurement model and over-arching award criteria, which have been carefully considered to ensure that the successful provider is capable of meeting the requirements and can deliver appropriate quality services in Rutland.
- 16.4 It is recommended that Cabinet delegate approval of the award of the contract to the Strategic Director for Adult Services and Health in consultation with the Portfolio Holder with responsibility for adult care.

## **17. BACKGROUND PAPERS**

- 17.1 There are no additional background papers to the report.

## **18. APPENDICES**

- 18.1 Appendix A – Procurement Timetable
- 18.2 Appendix B – Award Criteria

**A Large Print or Braille Version of this Report is available upon request – Contact 01572 722577.**

## Appendix A. Procurement Timetable

<b>Action</b>	<b>By When</b>
Cabinet Approval for Award Criteria	16/08/22
Invitation to Tender published	23/08/22
Deadline for questions from bidders	19/09/22
Deadline for responses to questions	26/09/22
Tender submissions deadline	03/10/22
Evaluation of Tenders	14/11/22
Approval of Contract Awards	02/01/23
Notification of award/start of standstill	02/01/23
End of standstill	30/12/22
Contract award	31/01/23
Contract start date	01/04/23

**Appendix B. Award Criteria**

<b>Section Title and Weighting %</b>	<b>Question</b>	<b>Question Weighting %</b>
Quality 80%	Service Model	20%
	Service User Needs	15%
	Digital Switchover and Delivery	10%
	Platform for Transformation	15%
	Outcomes	10%
	Partnership Working	10%
	Skills, Competencies and Continuous Professional Development	5%
	Safeguarding	5%
	Social Value	5%
	Implementation Plan	5%
Price 20%		100%