


Record of operational decision

Decision title:	Decision to approve and award a contract for a Technology Enabled Living (TELS) reactive call monitoring service and Adult Social Care lone working solution.								
Date of decision:	17 January 2022								
Decision maker:	Acting Service Director, All Age Commissioning								
Authority for delegated decision:	The chief executive's scheme of delegation SA09; Commissioning, quality assurance and contract management relating to all ages https://hc-modgov.herefordshire.gov.uk/documents/d8190/Printed%20decision%20Commissioning%20of%20TELS%20reactive%20call%20monitoring%20service%20adult%20social%20care%20out%20of%20h.pdf?T=5								
Ward:	Countywide								
Consultation:	<ul style="list-style-type: none"> Not required 								
Decision made:	<ul style="list-style-type: none"> That a contract to provide a Technology Enabled Living (TELS) reactive call monitoring service and Adult Social Care lone worker solution, be awarded to New Progress Housing Association Ltd for a period of two years from 1 April 2022 with an option to extend by two years on a 1+1 basis. The total cost (over 4 years) will be no more than £180,000. 								
Reasons for decision:	<ul style="list-style-type: none"> A competitive process has been undertaken where the specification of requirements was sent to providers via a Consortium framework, of which, three compliant bids were received. New Progress Housing Association received a score of 81.40% when assessed against the price and quality of service. This was the winning score. <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>Scoring criteria</th> <th>Scoring</th> </tr> </thead> <tbody> <tr> <td>Quality total (max 60%)</td> <td style="text-align: right;">41.40%</td> </tr> <tr> <td>Price total (max 40%)</td> <td style="text-align: right;">40.00%</td> </tr> <tr> <td>Total for further competition</td> <td style="text-align: right;">81.40%</td> </tr> </tbody> </table> <ul style="list-style-type: none"> The council will now enter into a contract with New Progress Housing Association to supply the Technology Enabled Living reactive call monitoring service and an adult social care lone worker solution, during the contracted period of two years (within option to extend), in accordance with agreed mobilisation and costs. Bids were received from two other suppliers. The table below shows scoring following evaluation. 	Scoring criteria	Scoring	Quality total (max 60%)	41.40%	Price total (max 40%)	40.00%	Total for further competition	81.40%
Scoring criteria	Scoring								
Quality total (max 60%)	41.40%								
Price total (max 40%)	40.00%								
Total for further competition	81.40%								

		TECS		
	Herefordshire Council	Lot 3.1		
	05/01/2022	Quality	Price	Total % Achieved
	Name of Bidder	60%	40%	
	Bidder X	30.20%	36.75%	✘ 66.95%
	New Progress	41.40%	40.00%	✔ 81.40%
	Bidder XX	43.00%	20.63%	✘ 63.63%
Highlight any associated risks/finance/legal/equality considerations:	The procurement process was undertaken via a Consortium framework. The council's procurement team have provided advice when requested for further clarification. The council's legal services have been consulted on the Consortium contract to be used. Legal confirmed the contract was fit for purpose.			
Details of any alternative options considered and rejected:	1) Not to award the contract. This option is not recommended as it would leave around 2,450 vulnerable people without potentially vital support provided by the services. In addition there would be no safe or effective management solution for the AMHPS team when lone working. 2) Directly award a new contract to the current providers to continue to deliver the services for a further period of two years. This option is not recommended as the call monitoring service has not been tendered competitively since 2013, which raises significant risk of a procurement challenge.			
Details of any declarations of interest made:	None			

Signed:

Date: 17.01.2022