

<b>DECISION TITLE: CONTRACT AWARD FOR THE PETERBOROUGH LIFELINE AND ALARM RECEIVING CENTRE SERVICES</b>
<b>ENTER NAME OF CABINET MEMBER EXERCISING DELEGATED POWERS: Councillor Saqib Farooq</b>
<b>DECEMBER 2023</b>
<b>Deadline date: December 2023</b>

Cabinet portfolio holder:	Councillor Saqib Farooq Cabinet Member for Adults and Health
Responsible Director:	Stephen Taylor Executive Director of Adult Social Care & Commissioning
Is this a Key Decision?	YES If yes has it been included on the Forward Plan: YES Unique Key decision Reference from Forward Plan: <a href="#"><u>KEY/18DEC23/03</u></a>
Is this decision eligible for call-in?	YES
Does this Public report have any annex that contains exempt information?	NO

<b>RECOMMENDATIONS</b>
The Cabinet Member is recommended to:
<ol style="list-style-type: none"> <li>Award a contract for the Peterborough Lifeline and Alarm Receiving Centre Services to Doro, (registered company 04133585) from 1 April 2024 for an initial period of 3 years, with the option to extend for a period of 2 years, in 1 year intervals, for a maximum value of £200,000 per year and total contract value of £1,000,000.</li> <li>Delegate authority to the Executive Director of Adult Social Care &amp; Commissioning to decide whether to invoke the extension period for the contract following the initial contract term and in accordance with the contract provisions.</li> <li>Delegate authority to the Executive Director Adult Social Care &amp; Commissioning to agree an uplift (per annum) of the contract value, subject to internal governance arrangements.</li> </ol>

## 1. PURPOSE OF THIS REPORT

- 1.1 This report is for the Cabinet Member for Adults and Health to consider exercising delegated authority under paragraph 3.1.2 of Part 3 of the constitution in accordance with the terms of their portfolio at paragraph 3.4

## 2. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
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## 3. BACKGROUND AND KEY ISSUES

- 3.1 Cambridgeshire County Council's in-house Technology Enabled Care Team (Cambs TEC) launched its Lifeline Service for Cambridgeshire County Council (CCC) in October 2020. The service also commenced the provision of Lifelines for Peterborough City Council (PCC) in March 2022 under a Delegation and Partnering Agreement between CCC & PCC, whereby PCC formally delegated the provision of this function to CCC. The Cambridgeshire service has recently ceased operation and now only signposts people to independent sector providers (ISPs) for lifelines.
- 3.2 Cambs TEC continue to provide the service to PCC service users under the Delegation & Partnering Agreement. Customers receive their Lifeline on loan and free of charge for the first six weeks. Thereafter, they are charged £5 per week by Cambs TEC. There are currently around 400 PCC residents who are customers of Cambs TEC. When the service transfers to another provider, these customers will need to be ported to that new service.
- 3.3 The service provides assessment, provision, and installation of digital lifeline units and connected telecare into people's homes. The installation process includes the connection of the Lifeline to the Alarm Receiving Centre (ARC) which is delivered by Astraline under a separate contract with Cambs TEC. The provision of digital lifelines is important to ensure compatibility with the BT Openreach Digital Switchover due to be completed by the end of 2025. The provision of Lifelines is seen as an important element of the early intervention and prevention agenda by supporting people to remain living as independently as possible in their own homes. In PCC, this means that the Lifeline service is aligned with a cost avoidance target of £1.3m for 2023-24.
- 3.4 The Cambs TEC service has faced a number of significant challenges, both financially and operationally, which has led to CCC serving notice to PCC for the Peterborough Lifeline Service underpinned by the delegation between PCC and CCC, and terminating that part of the Delegation and Partnering Agreement. Hence, PCC's delegation for the provision of Lifeline Service shall cease as of 31 March 2024. CCC's ARC contract with Astraline was extended to align with this expiry, meaning PCC shall be without a Lifeline Service on 1 April 2024 unless a replacement service was procured.

### 3.5 Current Service Statistics

The table below shows the number of service users active with and leaving the current service. It also includes the number of individual Lifeline activations through to the Alarm Receiving Centre per month. This is data that the specification and subsequent bids are based on.

Month	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
<b>Total Users (With Service)</b>	212	186	194	210	237	276	293	310	309	320	335
<b>New Customers in Month</b>	44	14	29	27	42	20	23	27	15	19	21
<b>Terminations in Month</b>	11	5	20	14	8	4	7	7	5	0	7
<b>Individual Calls in Month</b>	258	392	496	464	389	401	463	591	621	613	606

3.6 This data shows a service which is widely used and continues to see growth in uptake. With planned TEC upskilling in Peterborough these trends should continue for the new service.

### 3.7 Added Context

In Peterborough, the Lifeline service has always been a formally commissioned and contracted service providing Lifelines and connected peripheral telecare. Prior to the Cambs TEC service, it was provided under a contract with Cross Keys Homes (CKH).

There continues to be a legacy contract in place with CKH which expires in 2026. This contract covers those historical users who received a Lifeline under the old model whereby PCC funded the whole lifeline provision. The number of connections is falling, as expected, due to people moving into long term care or passing away but still currently sits at 740 users (As of September 2023).

It is important to note that the CKH lifeline legacy service is not digital. If CKH identify users who need a digital device they refer them to the Cambs TEC service which is chargeable. CKH have issued letters to all their legacy customers to advise them to take advice and to be aware of implications of their analogue landline being converted to digital voice (part of BT Openreach switchover from analogue to digital).

### 3.8 Benchmarking

A benchmarking exercise was undertaken in December 2022 as part of the review of the Cambridgeshire service, and advice also sought from the Technology Enabled Care Services Association (TSA). The TSA advised that they are seeing most local authorities externalising their TEC services, particularly the Lifeline element and that some large key Independent Services Providers are emerging across the market. The benchmarking exercise found:

Most services offered digital lifelines.

Some local authorities had top-sliced their social care budgets to fund lifelines as ROI models but, in each case, they had contracted with a Lifeline provider for an end-to-end TEC service as, unlike PCC & CCC, they had no existing in-house TEC offer.

Most providers did not offer a six-week free period (as is currently offered in Peterborough). However, when comparing costs, this was somewhat offset by slightly lower charges when compared to Cambs TEC.

Most providers required the customer to arrange for installation of a key safe themselves and all of the ISPs charged a setup fee. Most of the providers did not charge for peripheral telecare sensors and detectors as long as they were prescribed to meet an assessed need (this aligns with PCC's approach and is Care Act compliant).

## The Procurement Process

3.9

The procurement was led internally, with Commissioners working with Procurement and Legal in accordance with Regulation 27 of the Public Contracts Regulations 2015. The procurement was advertised on 15 November 2023 with an Invitation to Tender which closed on 8 December 2023. The procurement comprised of the following elements:

A Selection Questionnaire including:

Financial Standing  
UK General Data Protection Regulation (UKGDPR)  
Modern Slavery  
Insurances  
Safeguarding

3.10

All bidder's that met the selection criteria within the Selection Questionnaire proceeded to the tender evaluation stage, which incorporated.

A Quality Element – for bidders to be considered for award of these contracts they must achieve a qualitative evaluation score of no less than 65%. Tender submissions failing to achieve a minimum quality score of 65% or higher would result in a failed bid.

A Price Element – bidders were required to complete and submit a price schedule. The price element of the bid was evaluated following evaluation of the quality element, and a contract was awarded where a bidder met the minimum quality threshold and submitted the most competitive pricing. The pricing was based on the usage numbers of the 22/23 period.

3.11

3 bids were received for the Peterborough Lifeline Service and all bids passed the Selection Questionnaire stage. The bids were then subject to evaluation by the evaluators from 8 December 2023 to 14 December 2023 and a moderation of these evaluations took place on 15 December 2023. Following moderation, 2 bidders were adjudged to meet the quality total score of 65% and Doro submitted the lowest overall bid of £157,343.88 per annum, becoming the successful bidder. A breakdown of all bids can be seen below:

Supplier Name	Quality Score	Overall Price (Using 22/23 estimates)
Doro	71	£786,715.44
Supplier 2	53	£1,421,113.31
Supplier 3	77	£1,602,914.89

The total maximum contract value for the PCC's Lifeline Service over the maximum 5-year contract period is £1,000,000.

## 4. CORPORATE PRIORITIES

4.1

### 1. *The Economy & Inclusive Growth*

- Following completion of the Carbon Impact Assessment, there have been no specific implications identified as this service will not see any significant changes to the way Lifeline services are provided in Peterborough.

### 2. *Our Places & Communities*

- The Lifeline service will assist in the target of increasing adults living independently for longer in their communities

### 3. *Prevention, Independence & Resilience*

- The Lifeline service has huge part to play in the ability to keep it service users in their own homes longer. By increasing their confidence in the home setting and assisting where necessary via the Telecare peripherals.  
The accompanying ARC provides an immediate and quick flag to ensure when incidents do occur, the path to accessing help is streamlined by a Lifeline activation.

### 4. *Sustainable Future City Council*

- The Lifeline Service will be subject to quarterly contract monitoring which will include Open Book Accounting to enable Council officers to review the provider spend throughout the contract. The contract monitoring will include outcome-based targets, enabling Council officers to monitor performance against the Council priorities and outcomes.

*Further information on the Council's Priorities can be found here - [Link to Corporate Strategy and Priorities Webpage](#)*

## 5. **CONSULTATION**

- 5.1 In preparation for the potential notice served by Cambs TEC, market consultation via a soft market testing exercise was undertaken, with the aim to determine the best route to market and to ensure the requirements of the service could be achieved. This and other market engagement, resulted in a full options appraisal which recommended the decision to procure a Lifeline and ARC service for Peterborough which ensure existing and new service users have access to the support and benefits it brings.
- 5.2 Further engagement and monitoring will be undertaken to evaluate the service as it progresses over the contract duration.

## 6. **ANTICIPATED OUTCOMES OR IMPACT**

- 6.1 The successful contractor shall deliver PCC's Lifeline Service, meeting Peterborough's desire to enable its residents to live fulfilling lives in their own home for longer with effect from 1 April 2024 for a total contract period of three years, plus two one year extension periods.

## 7. **REASON FOR THE RECOMMENDATION**

- 7.1 Award of the contract to the successful bidder Doro which will ensure Peterborough residents continue to be supported by a Lifeline and ARC Service and have access to benefits they bring.

The procurement process was compliant with procurement legislation in order to procure a new contract to replace that expiring on 31 March 2024. The new contract has been procured competitively in accordance with the Public Contracts Regulations 2015, demonstrating best value and required quality.

## 8. ALTERNATIVE OPTIONS CONSIDERED

8.1 Direct Award the service to the incumbent ARC provider – Not possible under procurement regulations.

Do nothing – This would leave Peterborough residents vulnerable and without TEC support

Signpost people to ISP providers for their Lifeline – People would likely not follow through with the signposting and the impact would be broadly similar to doing nothing

## 9. IMPLICATIONS

### Financial Implications

9.1 The total contract value for the Lifeline service over the maximum 5 years is £1,000,000. The table below shows the maximum amounts per annum.

	Year 1	Year 2	Year 3	Year 4	Year 5
Bid Price	£200,000	£200,000	£200,000	£200,000	£200,000

### Legal Implications

9.2 The procurement has been conducted in accordance with the Public Contracts Regulations 2015.

Any future contract extension and/or contract variation shall be in accordance with the terms of the contract and Regulation 72 PCR 2015.

### Equalities Implications

9.3 *There are none. The service is inclusive to all who need it.*

## 10. DECLARATIONS / CONFLICTS OF INTEREST & DISPENSATIONS GRANTED

10.1 *There are none.*

## 11. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985) and The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

11.1 *There are none.*

## 12. APPENDICES

12.1 *There are none.*