

EXEMPTION FROM PROCUREMENT RULES

Sheltered Housing Technology Enabled Care Service Report Prepared by Matthew Wicks (Senior Housing Manager)

Background

In November 2016 the Housing Service procured Chubb Fire and Security Limited to provide Technology Enabled Care Services (installation, maintenance and repair) in our eight Sheltered Housing Schemes. In 2024 the Chubb system was installed in a newly developed ninth sheltered housing scheme and a temporary accommodation scheme.

Current Position and Proposal

The UK is undergoing a significant transition from analogue phone lines to digital technologies and the Public Switched Telephone Network (PSTN) is being retired with the aim of completing the switch by January 2027. Eight sheltered housing schemes currently use an analogue telephone line to transfer the digital alarm service (pull cords, pendants, call box) to the 24/7 call centre (Amphora/ Helpline). The necessity to switch our call handling service to digital is required irrespective of the recent migration of the service from Careline to Amphora / Helpline.

The Chubb system infrastructure in the effected 253 sheltered housing dwellings is digital ready, however the main system rack in each scheme requires work to communicate digitally with the dedicated Johntec VPN at Amphora/ Helpline. Adding a Chubb room unit in the annexe block at Belmans Court, Dovercourt has also been identified as an additional safety measure.

We are committed to providing a 24/7 digital alarm system to our sheltered housing residents therefore given that the individual sheltered housing dwellings are digital ready and the significant risk and cost of moving to an alternative supplier, it is proposed to use the existing supplier Chubb Fire and Security Ltd within our existing arrangement covering installation, maintenance and repair to undertake this work.

Chubb Fire and Security Ltd have provided the following estimated quotation:

- £3,146.18 + VAT per scheme to supply and fit the digital set to the system.
- £290.00 + VAT per scheme to supply a SIM on a 1 Year contract.
- £1,282.67 + VAT to supply an additional Chubb room unit in the annexe block at Belmans Court.
- **TOTAL - £28,772.11 + VAT**

We are aware of some market fluctuation in the cost of key digital components Random Access Memory (RAM) and Solid-State Drive (SSD) so it is suggested that 5% flexibility of the total cost is allowed as a contingency. We are aware of two other sheltered housing providers currently undergoing similar digital transformation works via Chubb Fire and Security Ltd within the same pricing framework.

In terms of a wider overview supporting value for money considerations, the following provide additional context behind the proposal:

- As indicated above, Chubb's pricing is understood to be consistent with other sheltered housing providers using the same supplier/framework.
- Using Chubb also helps cost avoidance as using another supplier would likely require additional work such as surveys, design, integration, mobilisation, testing, training and potential replacement of compatible equipment.
- Given the critical nature and purpose of the system, continuity and risk are crucial considerations – The proposed supplier already understands the existing infrastructure, which reduces implementation risk, disruption and service failure during the necessary works / activities.
- It is also worth highlighting that the total value is below £50,000, are specialist and linked to existing infrastructure, so a full procurement exercise is not proportionate to the likely financial benefit if any based on the earlier points above.

Notwithstanding the above, it is also worth drawing attention to the fact that retaining the existing supplier supports overall accountability for the system as a whole, which is important given the critical nature and purpose of the system mentioned earlier.

To enable the appointment to be confirmed, an exemption from procurement rules is requested, which requires the concurrence from the Corporate Finance and Governance PFH for expenditure less than £50,000.

Recommended

Signed

Richard Barrett
Corporate Director Finance and IT

If you concur with the above and an exemption from procurement rules is appropriate / justified, please confirm agreement below:

Signed

Cllr M Stephenson
Portfolio Holder for Corporate Finance and Governance