



**City of Kingston
Report to Council
Report Number 17-285**

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| To: | Mayor and Council |
| From: | Lanie Hurdle, Commissioner, Community Services |
| Resource Staff: | Casie Keyes, Administrator, Rideaucrest Home |
| Date of Meeting: | November 7, 2017 |
| Subject: | Award of Contract for Advanced Nurse Call System - Rideaucrest Home |

Executive Summary:

The purpose of this report is to seek Council approval to award a contract to Cintel Business Telephone Systems for the installation of an advanced nurse call system at Rideaucrest Home. This system is required for increased response to emergencies or urgent situations involving residents or staff in the Home. The need for this system has been identified through staff health and safety, labour management, and both family and resident concerns and complaints. The system being proposed by Cintel provides an immediate emergency response system and the possibility of future expansion of resident and staff safety technological capabilities at Rideaucrest Home.

Two submissions were received in response to Request for Proposal (RFP) Number F31-CS-LTC-2017-2. The City's Purchasing By-Law Number 2000-134 provides delegated authority for commissioners and directors to approve the award of contracts valued over \$50,000 when all of the conditions in Section 3.4 have been satisfied. Where any one of the criteria is not present, the procurement must be approved by separate report to Council. Only two proposals were received and staff are not recommending the lowest bid; therefore, the award must be approved by Council.

Recommendation:

That Cintel Business Telephone Systems be awarded the contract for 'Advanced Nurse Call System' for Rideaucrest Home, RFP Number F31-CS-LTC-2017-2, at a cost of \$178,153.68, plus applicable taxes; and

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That Council authorize the Mayor and City Clerk to enter into a contract with Cintel Business Telephone Systems for the advanced nurse call system in a form satisfactory to the Director of Legal Services.

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Options/Discussion:

RFP Number F31-CS-LTC-2017-2 was issued on August 18, 2017 requesting submissions for an advanced nurse call bell system at Rideaucrest Home. It was published on Biddingo and the City website. Two submissions were received; one from Austco Communication Systems and one from Cintel Business Telephone Systems.

Delegated authority criteria under section 3.4 (iii) and (iv) of the Purchasing By-Law have not been met, as only two submissions were received and the submission being recommended is not the lowest bid.

Staff used the following scoring system to evaluate and rank the proposals received in response RFP Number F31-CS-LTC-2017-2. The evaluation criteria and results for each submission are provided in the tables below:

Evaluation Criteria and Weighting

| Evaluation Criteria | Weighting |
|---|-------------|
| Pricing related costs | 42% |
| Product quality, suitability, consistency, customer service | 25% |
| Methodology | 20% |
| Company profiles, resources, experience | 10% |
| Accessibility standards for customer services, O.Reg. 429/7 | 3% |
| Total | 100% |

Evaluation of Submissions

Austco Communication Systems installed the current call bell system in the Home in 2010 in compliance with an RFP established through Extendicare Canada Inc. The system has provided basic nurse call features for residents and staff members to signal when assistance is required throughout the Home. The current system requires upgrading due to increased resident needs and staff safety as there is a shift in the demographic of the population in long term care. The need for a system upgrade has been identified through staff health and safety, labour management, and both family and resident concerns. The team at Austco have been responsive to the needs of the Home to date, but unfortunately the RFP submission for upgrading the advanced nurse call bell system fails to perform at the required level of security and responsiveness compared to requirements in the RFP.

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| RFP Proponent | Rank | Points | Fee |
|-----------------------------------|------|--------|---|
| Cimtel Business Telephone Systems | 1 | 92% | \$178,153.68 (plus applicable taxes) |
| Austco Communication Systems | 2 | 53% | \$69,823.23 (plus applicable taxes) |

Rationale

Generally, the two submissions provided a standard emergency call point feature; however, Cimtel Business Telephone Systems provides additional security features as requested in the RFP. The RFP specifically requested multi-coloured light options due to visual impairments and accessibility limitations of residents. This feature is only outlined to be available with Cimtel. Annunciators were requested to assist staff in effectively identifying and responding to residents' safety. This will enhance staff response time to residents at high risk for falls and injury. The RFP outlined submissions to include options for future expansion. Unfortunately, Austco has not submitted pricing on their Real Time Locating System (RTLS) option, leaving this portion of the submission incomplete and unable to evaluate. A complete listing of feature comparisons is listed below:

| Feature | Austco Communication Systems (lowest bid) | Cimtel Business Telephone Systems (highest score) |
|--|--|--|
| <ul style="list-style-type: none"> Installation of emergency call point in all resident rooms, bathrooms and common areas. Installation of new pull cords at every call point. | <p>Yes</p> <p>No</p> | <p>Yes</p> <p>Yes</p> |
| <ul style="list-style-type: none"> Installation of multi colored dome lights outside all resident areas and call point locations. | No | Yes |
| <ul style="list-style-type: none"> Annual software licencing fee | Yes (\$10,711 annually) | No |
| <ul style="list-style-type: none"> Installation of LCD annunciator displays | 4 current | 20 new installations |
| <ul style="list-style-type: none"> Options for future expansion | Unable to evaluate due to limited information and absent pricing | Installation of real time locating system and site mapping software, including 10 licences for locate tags |
| <ul style="list-style-type: none"> On-site maintenance response | within 6 - 48 hours | within 4 hours |

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| Feature | Austco Communication Systems (lowest bid) | Cimtel Business Telephone Systems (highest score) |
|---|---|---|
| <ul style="list-style-type: none"> Back-up power system requirements | Site generator | 8 hour smart charger then site generator |
| <ul style="list-style-type: none"> Water resistant pendant at en-suite call points | Yes | Yes |
| <ul style="list-style-type: none"> Cabling requirements | Cat5e | Cat5e/Cat6 |

Increased response to emergencies or urgent situations involving residents and/or staff needs to be improved in the Home. This has been identified through staff health and safety concern forms, labour management meetings, family and resident concerns, resident to staff abuse incidents and through staff satisfaction survey results. The system being proposed by Cimtel provides an immediate emergency response system and the possibility of future expansion of technological capabilities.

Long term care continues to see an increase in high risk residents who potentially display aggression and other responsive behaviours which pose a risk to themselves, other residents and staff. Employees have voiced great concern about the lack of personal safety in the Home and of a proper two-phase emergency call system. Features, such as a real time location system will track staff and resident locations in the Home, which will increase safety and security. The system being proposed by Cimtel includes the installation of 19 monitored door alarms with keypads to cover all exits in the Home, including ten resident locate tags (wander guards). This will enhance resident safety and security for residents, especially those with advanced dementia.

The current nurse call system does not display the urgency of the request. The system being proposed by Cimtel has enhanced features that include different tone and colour of light located to indicate the urgency of the request and 20 additional annunciators for staff to see where the call point is located. Cimtel will also replace all call bells and resident pull cords, which is an ongoing challenge in the home due to wear and tear.

Based on the results of the evaluation and the feature comparisons, staff are recommending that Council authorize the Mayor and Clerk to enter into a contract with Cimtel Business Telephone Systems, pursuant to the results of RFP Number F31-CS-LTC- 2017-2, for the installation of an advanced nurse call bell system at Rideaucrest Home.

Existing Policy/By-Law:

By-Law Number 2000-134 A By-Law to Establish Purchasing Policies and Procedures for the City of Kingston

Notice Provisions:

Not applicable

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Accessibility Considerations:

Not applicable

Financial Considerations:

There are sufficient funds within the existing capital budget for the award of the contract with Cintel Business Telephone Systems.

Contacts:

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Other City of Kingston Staff Consulted:

Alan McLeod, Senior Legal Counsel, Legal Services

Exhibits Attached:

Not applicable