

Municipality of Chatham-Kent
Community Human Services
Senior Services

To: Mayor and Members of Council

From: Rick Walker
Supervisor, Building Maintenance

Date: April 7, 2021

Subject: RFP Award: R20-346 - Nurse Call System Replacement, Riverview Gardens

Recommendation

It is recommended that:

1. The Request for Proposal in the amount of \$439,627.03 (including HST) for the Nurse Call System Replacement be awarded to Cintel Inc. Advanced Care, funded by the Senior Services Capital Homes Reserve (17746).

Background

The Nurse Call System at Riverview Gardens Long Term Care Home is 15 years old and deemed obsolete as parts are no longer available. For the safety of residents, a functioning call system is mandatory under the Long Term Care Homes Act for all Long Term Care Facilities. The current system regularly requires repairs and is now in need of replacement.

Comments

At the September 14, 2020 Council Meeting, the list of projects to be funded from the Senior Services Capital Homes Reserve were approved. This list included funding for the replacement of equipment and furnishings at Riverview Gardens.

The amount of \$328,600 was transferred from the Senior Services Capital Homes Reserve to 20RVGEQUIP for equipment replacement. Proposed projects included: a resident communication and response system, or “call bell system”, used by residents to communicate with staff when they need assistance; Connexall, which is software that connects a number of technical systems; a pager system; and extended Wi-Fi.

In accordance with the Purchasing By-law the Request for Proposal for a Nursing Call System Replacement project was advertised on the Municipal Website on November 17, 2020 and closed on December 2, 2021. Four proposals were received.

The submissions were evaluated by the Supervisor, Building Maintenance, Senior Services; Network Administrator, Information Technology and Transformation; and the Manager, Security and Risk, Information Technology and Transformation, using the following criteria:

Evaluation Criteria	Weighting
Price	30%
General Response Requirements	50%
Products being used, implementation, references	20%

The results are as follows:

R20-346: Nurse Call System Replacement		
Rank	Submitting Company	Final Score (out of 100)
1.	Cimtel – Advanced Care	96.67
2.	Media Multicom	84.45
3.	Austco	80.72
4.	KR Communications	79.06

The system from Cimtel not only provides the residents with a call system, and has added features that would remove the need to replace Connexall. The Cimtel system will also connect the current fire system and door alarms, resulting in a one-time savings of \$23,778 for replacement of the Connexall system, and an annual savings of \$12,660 for software maintenance fees.

This updated system has the following capabilities and features:

- Easy to identify coloured and back-illuminated call buttons
- Touch services easily disinfected
- Domelights in hall can be set for 32 different alerts, flashes, and colours
- Ability to sequentially display calls by priority
- Reporting features including detailed reports by area, room, call type, and date
- Replaces Connexall
- Connects to Spectralink phones and fire alarm system

Real Time Locating System (RTLS) is an add-on option available for consideration in the future, which includes resident pendant call button tag, resident watch style call button tag, patient wandering tag, asset tag with tamper alarm feature, and staff ID badge tag with staff assist and staff duress (Code White). There is a Dementia Management System that incorporates sensor technology, increasing quality of care for residents with dementia, promoting independence as a key objective. Both of these options would increase the quality of living for residents and support staff in their work. The RTLS alert system has a safety component for employees that will notify when in need of help.

Therefore, it is recommended that the Request for Proposal in the amount of \$439,627.03 (including HST) for the Nurse Call System Replacement be awarded to Cintel Inc. Advanced Care, funded by the Senior Services Capital Homes Reserve (17746).

Areas of Strategic Focus and Critical Success Factors

The recommendation in this report supports the following areas of strategic focus:

- Economic Prosperity:
Chatham-Kent is an innovative and thriving community with a diversified economy
- A Healthy and Safe Community:
Chatham-Kent is a healthy and safe community with sustainable population growth
- People and Culture:
Chatham-Kent is recognized as a culturally vibrant, dynamic, and creative community
- Environmental Sustainability:
Chatham-Kent is a community that is environmentally sustainable and promotes stewardship of our natural resources

The recommendation in this report supports the following critical success factors:

- Financial Sustainability:
The Corporation of the Municipality of Chatham-Kent is financially sustainable
- Open, Transparent and Effective Governance:
The Corporation of the Municipality of Chatham-Kent is open, transparent and effectively governed with efficient and bold, visionary leadership
- Has the potential to support all areas of strategic focus & critical success factors
- Neutral issues (does not support negatively or positively)

Consultation

Information Technology and Transformation was consulted on the project and assisted in the evaluation of the proposal submissions.

Financial Services was consulted on the balance of the reserve funding for replacement of equipment at Riverview Gardens.

The Purchasing Officer, Financial Services assisted with the tendering process and supports the recommendations.

Financial Implications

The Nursing Call Bell System would be completed and funded from the Senior Services Capital Homes Reserve (17746).

Senior Services Capital Homes Reserve

Description	Amount
Lifecycle Projects Approved in 2020 - 20RVGEQUIP (RTC - Sep 14, 2020) (a):	328,000.00
Not yet completed:	
- Pager System	70,000.00
- Wi-Fi Upgrade	90,000.00
- Connexall – not required; included in Nursing Call System	-
Total cost of equipment (b)	160,000.00
Remaining funds to be transferred back to Reserve (17746) (c = a - b)	168,000.00
Balance - Senior Services Capital Homes Reserve (17746), as at Dec 31, 2020 (d)	1,249,679.58
Total Funding available (e = c + d)	1,417,679.58
Nursing Call System Replacement Cost (including HST) - RVGNURSECALL	439,627.03
Less HST Rebate	43,729.27
Total Cost of Nursing Call System Replacement (f)	395,897.76
Senior Services Capital Homes Reserve available for future projects (g = e - f)	1,021,781.82

Prepared by:

Reviewed by:

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Consulted and confirmed the content of the consultation section of the report by:

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Information Technology and Transformation

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Financial Analyst I, Corporate Accounting

Jennifer Scherle, Purchasing Officer
Finance, Budget and Information and Transformation

Attachments: None

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