

	Andover Town Council Guildhall Council Chamber Audio System	Item No.
---	--	------------------------

To: Full Council	From: Town Clerk/Community and Events Asst.	Date of Report: 14 July 2026
--------------------------------	---	--

Background

At the Full Council meeting held on 8 July 2026, it was resolved (Minute C 141/07/26) that the Town Clerk obtain three quotations for a Phonak Roger hearing assistance system for the Guildhall Council Chamber. Three quotations have been received and are summarised below. To ensure impartial consideration, the suppliers are not named and are referred to as Suppliers A, B and C.

Specification

Suppliers were asked to quote for a portable Phonak Roger conference and hearing loop system comprising:

- two Roger Table Microphone II units (suitable for meetings of up to 25 participants),
- one Roger Digi Master loudspeaker with tripod,
- four Roger Neck Loop receivers (expandable),
- a charging case for all equipment; and
- on-site installation, commissioning and training.

The system must be fully portable in a single carry case, require no fixed installation or alterations to the Chamber, be set up and packed away within minutes, provide real-time assistive listening for people with hearing impairments, and connect to a PC or laptop so meetings can be recorded using standard software (e.g. Audacity).

Suppliers were asked to confirm total cost, delivery lead time, warranty, ongoing support, quotation validity, and whether the specification could be met or an alternative was recommended.

A note on the specification

Two of the three suppliers independently advised that the Roger Table Microphone is not compatible with the Digi Master loudspeaker specified. Suppliers A and B have therefore substituted pass-around microphones (designed for council-style meetings); Supplier C has quoted for Table Microphones as specified, without flagging this issue. Members should note that the quotations are consequently not identical in configuration.

Financial Implications

The indicative cost reported in July 2026, based on published Phonak Roger pricing, was £6,310.00 ex VAT (£7,572.00 inc VAT). The quotations received range from £5,104.00 to £8,341.17 ex VAT. No installation costs arise, and there are no annual licence or maintenance fees: the system would be owned outright, with ongoing costs limited to occasional consumables and any additional Neck Loop receivers.

Summary of Quotations

	Supplier A	Supplier B	Supplier C
Total (ex VAT)	£8,341.17	£5,104.00	£5,907.00
Total (inc VAT)	£10,009.40	£6,124.80	£7,088.40
Main microphone	1 x Touchscreen Microphone	1 x Touchscreen Microphone 3	1 x Touchscreen Microphone
Additional microphones	10 x Pass-around Microphones	2 x Pass-around Microphones	2 x Table Microphones 3 (twin pack)
NeckLoop receivers	4 (unlimited expansion)	13 (expandable at £75.49 each ex VAT)	4
Loudspeaker	Digi Master 7000 with tripod	Digi Master 5000 with tripod	Digi Master 5000 v2 with tripod
PC connection for recording	Multimedia Hub included	Not itemised	Multimedia Hub included
Charging	16-way case (currently unavailable; alternative offered)	16-slot charging case	2 x charging racks
Setup, training & support	On-site delivery, commissioning, training and user guide included; lifetime technical support	Free telephone/email support; on-site training approx. £550 ex VAT extra	Set-up and training session included (£395 ex VAT)
Warranty	2 years, extendable to 5 (£65 per item)	Not stated	Not stated
Other	Free trial loan and possible on-site demonstration offered	Includes 5 pairs of headphones for users without a hearing-aid loop programme	Itemised pricing allows components to be added or removed

VAT-inclusive figures for Suppliers A and C are calculated at 20%; Supplier B's inclusive figure is as quoted.

Supplier A – £8,341.17 ex VAT

A complete council meeting package: touchscreen mic, ten pass-around mics, multimedia hub, Digi Master 7000 loudspeaker, four Neck Loops, two headphones, charging case and carry case. The system supports up to 35 microphones and unlimited receivers, connects to a PC for recording and captioning, and typically sets up in under ten minutes. Additional pass-around mics are £413.28 each and a further 16-way charging case £939.75 (both ex VAT); providing a microphone for every one of 25 participants would add roughly £7,000. The supplier has asked the Council to confirm how many microphones are required before issuing a formal quotation, and offers a free trial loan of the equipment.

Supplier B – £5,104.00 ex VAT

The lowest-priced quotation, built around thirteen Neck Loop receivers so that up to thirteen hearing-aid users can listen simultaneously (five headphone sets are included for users whose aids lack a loop programme). The package includes a touchscreen mic, two pass-around mics, Digi Master 5000 loudspeaker, 16-slot charging case and carry cases, and is stated to be suitable for

meetings of up to 25 delegates. Additional Neck Loops cost £75.49 each ex VAT. Telephone and email support is free; an on-site training visit would cost approximately £550 ex VAT.

Supplier C – £5,907.00 ex VAT

An itemised quotation matching the original specification, including two Table Mics, touchscreen mic, Digi Master 5000 v2 loudspeaker, four Neck Loops, multimedia hub for streaming audio from a laptop, custom carry case, two charging racks, and a set-up and training session (£395). Because the pricing is itemised, individual components can be added or removed. Note the compatibility issue raised under “A note on the specification” above: the other two suppliers advise that the Table Mics quoted here do not work with the Digi Master loudspeaker.

Recommendations

Members are asked to:

- Consider the three quotations received;
- Determine the number of microphones required for meetings of up to 25 participants, as this materially affects cost;
- Consider taking up Supplier A’s offer of a free trial loan before committing to a purchase; and
- Approve a preferred supplier and authorise the Town Clerk to proceed.