



Preliminary Market Consultation Brief

Alarm Monitoring Service

1. Introduction

New Charter Group is a social landlord with 19,500 homes. We have a turnover of £100 million and a workforce of around 850 people.

The Group consists of New Charter Homes, based in the Greater Manchester area, Gedling Homes in Nottingham and Aksa Homes in Oldham. We have our own New Charter Building Company and a homeless charity, Threshold, based in Oldham. We are proud to sponsor the New Charter Academy, in Ashton-Under-Lyne, Middleton Technology School in Rochdale, Silver Springs Primary Academy and Copley Academy both in Stalybridge, through our Great Academies Education Trust.

New Charter Group is progressing a merger with Adactus Housing Group, a Housing Association with 13,500 homes across the North West. The merger will be bringing together 2 strong successful housing organisations becoming one of the largest in the north west with over 33,000 homes. We are aiming for a completion towards the end of 2017.

Our mission is to provide GREAT Homes, GREAT Neighbourhoods and GREAT People

You can read more about us [here](#)

2. Current Arrangements

New Charter is seeking to procure a new group wide Alarm Monitoring Service across two key locations: Tameside and Nottingham. This shall include all sheltered housing customers and significant number of community alarm (Lifeline) customers in Nottingham.

Currently the Service to New Charter is provided by 3 separate monitoring providers: Nottingham On Call (Nottingham City Homes), Community Response Service (Tameside Metropolitan Borough Council) and Care Call (Stockport Homes).

The Service is provided to 844 sheltered properties in Gedling Borough in Nottingham and also 890 Lifeline customers. In Tameside, the service is provided to 697 properties with just one scheme of 34 in Stockport supported by Care Call.

3. Future requirements

New Charter is in the early planning stages of procuring a new contract to replace the current Service, with an estimated go-live date of June 2018. New Charter intends to award a single contract to a single service provider covering the full scope of the current Service.

The new contract shall be procured in accordance with the Public Contracts Regulations 2015.

The preferred duration of the new contract shall be for an initial period of 5 years, with an option to extend the contract for up to 2 additional years at New Charter's sole discretion.

The key objectives of the new contract are:

- Fitness for purpose
- Value for money
- Service improvement
- Customer care
- Best practice
- Innovation

4. Objectives of Preliminary Market Consultation

The objectives of the Preliminary Market Consultation are to:

- Discuss the current Service provision
- Determine market capacity and drivers
- Establish potential Bidder interest in the new contract
- Discuss solution and technology options

- Discuss product/service development pipelines
- Explore the potential for innovation and added value
- Discuss the viability of additional services including connectivity testing and fire alarm activation response
- Discuss the viability and feasibility of the provision of a physical response service which does not rely on emergency services or the families of customers
- Establish key cost drivers, current cost bases, pricing model options and estimated budgets
- Establish a fit for purpose contract specification

5. Preliminary Market Consultation Process

The Preliminary Market Consultation process shall be conducted via a 1-hour meeting with each Participant on either Tuesday 12th or Thursday 14th September at the following address:

New Charter Head Office
Cavendish 249
Cavendish Street
Ashton-under-Lyne
OL6 7AT

There is a maximum of 6 meeting slots available for each day (12 meetings in total). Meetings shall be allocated on a first come first served basis to Interested Parties responding to this Brief. Interested Parties shall indicate if they can attend on either day (this will be subject to sufficient meeting slot capacity on each day).

Interested Parties wishing to attend shall register their interest by no later than 11.00am on Monday 4th September to:

procurement@newcharter.co.uk

Interested Parties shall also indicate the names and positions of those wishing to attend.

Subject to availability, meeting dates and shall be confirmed to Participants on Tuesday 5th September.

6. Important Notes

In accordance with Regulation 40 of the Public Contracts Regulations 2015, the deliverables from this Preliminary Market Consultation may be used in the planning and conduct of the future Alarm Monitoring Service procurement procedure, provided that it does not have the effect of distorting competition and does not result in a violation of the principles of non-discrimination and transparency.

Where a Participant has advised New Charter, whether in the context of this Preliminary Market Consultation or not, or has otherwise been involved in the preparation of the procurement procedure, New Charter shall take appropriate measures to ensure that competition is not distorted by the participation of that Participant.

Such measures shall include:

- The communication to the other Participants and Bidders of relevant information exchanged in the context of or resulting from the Involvement of the Participant in the preparation of the procurement procedure
- The fixing of adequate time limits for the receipt of tenders

The Participant concerned shall only be excluded from the procurement procedure where there are no other means to ensure compliance with the duty to treat economic operators equally in accordance with regulation 18(1) of the Public Contracts Regulations 2015.

Prior to any such exclusion, participants shall be given the opportunity to prove that their involvement in preparing the procurement procedure is not capable of distorting competition.

Participants shall bear their own costs and in no circumstances whatsoever shall New Charter become liable for any participation costs associated with this Preliminary Market Consultation. New Charter shall similarly not be liable in the event that any procurement process pursuant to this Preliminary Market Consultation is not undertaken, whatever the reason.

7. Definitions

“Bidder” – shall refer to the organisations formally invited to participate in the Tender(s)

“Interested Parties” shall refer to providers who express an interest in participating in the Preliminary Market Consultation

“Participants” shall refer to the providers that New Charter has invited to participate in this Preliminary Market Consultation

“New Charter” shall refer to New Charter Group

“Preliminary Market Consultation” shall refer to this exercise, undertaken in accordance with Regulations 40 and 41 of the Public Contracts Regulations 2015

“Service” shall refer to the current Alarm Monitoring Service

“Tender” shall refer to any Tender(s) which New Charter shall issue subsequent to this Preliminary Market Consultation