

Market Engagement/Expression of Interest Request

For the provision of

Adaptations and associated services

(This is not a call for competition)

**Market Engagement Information Pack**

**Contents**

[1. Introduction 3](#_Toc119667748)

[2. Onward 4](#_Toc119667749)

[3. Background 5](#_Toc119667750)

[4. Project 5](#_Toc119667751)

[5. Market Test 5](#_Toc119667752)

[6 Onward Main Contact 8](#_Toc119667753)

[Appendix 1 9](#_Toc119667754)

[Appendix 2 11](#_Toc119667755)

# 1. Introduction

Thank you for agreeing to take part in our market research and expression of interest request. We greatly value your interest in this project and appreciate the efforts that you are undertaking to be part of the process.

Onward is currently seeking expressions of interest from competent suppliers who are able to provide the following services:

* Minor Adaptations
  + Installation of internal and external grab rails, handrails, WC frames and bannisters of all types
  + Installation of half steps
  + Other bespoke minor adaptations
* Installation of domestic through floor lifts
* Installation of domestic stair lifts and step lifts
* Architectural Services specific to Adaptations
* Occupational therapy assessments
* Plumbing services specific to adaptations:
  + Installation of bifold shower doors for level access showers
  + Lever taps
  + Raising and lowering WCs
  + Installation of wash dry WCS
  + Installation of specialist baths
  + Installation and repair of rise and fall sinks

The purpose of this engagement is to enable key business stakeholders to engage with suppliers operating in the adaptations market in order to be better informed as to our future requirements and to help us shape our proposal for a potential formal tendering process.

# 2. Onward

**2.1 Background**

Onward Group Ltd is one of the largest registered providers of social housing based solely in the North West of England with 35,000 homes across Greater Manchester, Cheshire, Merseyside and Lancashire. Formerly known as Symphony Housing Group, we rebranded to Onward in April 2017 and now operate as a single organisation under one common board.

Onward is as a not-for-profit organisation, committed to the regeneration and sustainability of the North West region, with a primary focus on making a positive difference in the communities we serve.

**2.2 Information about Onward Group Limited**

Details about Onward and its subsidiaries, including their legal status, are shown below:

| **Name** | **Legal Status** | **No of homes owned/ managed** | **Purpose/ area of activity** |
| --- | --- | --- | --- |
| **Onward Group Limited** | Registered Provider No 4649.  I&PS with non-charitable rules  FCA No. 31216R | Non-stock-holding | Group parent based in Liverpool. |
| **Onward Homes Limited** | Registered Provider No LH0250  I&PS with charitable rules  FCA No. 17186R | Owns and manages 16,850 homes across the North West. | Provides affordable homes and a range of housing-related services. |
| **Contour Homes Limited** | Registered Provider No. L3261  I&PS with charitable rules | Owns and manages 11,209 homes across the North West. | Provides sustainable communities through quality housing and offers a wide range of services, such as sheltered properties, community services and on-site scheme managers. |
| **Contour Property Services**  **(CPS)** | Registered Provider No. SL3381  I&PS with non-charitable rules  FCA No. 23975R | Leasehold management of 4,189 properties. | Provides private sector leasehold management services.  On behalf of the Group, it also provides a vehicle for non-charitable activities. |
| **Hyndburn Homes Repairs Limited**  **(HHR)** | Company limited by guarantee, non-charitable  CO No. 03538264 | Non-asset-owning | Employs 90+ staff to undertake a range of repairs and maintenance service in Lancashire. |

*Additional information is available at* [*www.onward.co.uk*](http://www.onward.co.uk)

# 3. Background

Onward Homes have a large portfolio of properties to let to on general let, sheltered, and supported tenancies. Our adaptations service provides minor adaptations without OT referral across all three regions as well major adaptation replacements. We also complete works recommended by local authority partners in the Merseyside region. Demand for the adaptations service is growing both in terms of volume and also the complexity of need.

# 4. Project

N/A – this is a soft market testing exercise only.

# 5. Market Test

**5.1 General**

Onward Group (Onward) are undertaking market research to consult with potential suppliers. At this stage we are undertaking preliminary market engagement. This will not be defined as negotiation and any future tender process will remain an open competitive process.

Involvement in this pre-market engagement exercise will not preclude a participant from participating in any future tender process.

**5.2 Objectives**

The primary objectives are:

* To share information in relation to this potential opportunity;
* To identify solutions which provide value for money;
* To determine that the requirements can be provided by participants that are familiar with similar requirements;
* To ensure that the requirements are correctly aligned with current and best practice, which are proven and affordable;
* To obtain timelines for procurement and service delivery;
* To gain an insight into potential commercial arrangements; and
* To validate budgets.

**5.3 Subsequent Actions**

As a result of this Preliminary Market Consultation, Onward will review and may revise budgets, the contents of the technical requirements and the in-scope services prior to the possible issue of any Tender or Requests for Quotations.

Participants in this Market Consultation will be notified when any subsequent Contract Notice or Request for Quotation is issued.

**5.4** **Requirements**

Last year the service completed 933 minor adaptations with 188 in Lancashire, 282 in Greater Manchester and 463 in Merseyside. We have seen a significant increase in demand for this service and so far, this financial year we have received 603 referrals for our minor adaptations service.

The volume of referrals fluctuates month to month and response times can vary from a standard 14 days to an urgent 4-hour response to facilitate a hospital discharge.

In relation to the installation of lifting equipment this is primarily focused on our Merseyside region with some work in other areas to replace equipment. Last year we installed 14 stairlifts in the region.

In relation to OT and architectural services we are seeking information on these in case of future demand.

As part of the market research, we are seeking clarity and your views on the requirements above. Please refer to Appendix 1 for further information on the services required.

**5.5 Budgetary Costings**

As part of your response, Onward wishes to confirm that its budget estimates for the project are correct. Participants should provide outline costs for the proposed services broken down into the different stages.

Onward accepts that these costs are indicative only at this stage and in no way constitute a formal proposal.

**5.6 Soft Market Test Process**

Following this initial process, Onward may proceed with a further soft market test including a workshop. Respondents to this initial exercise will be contacted if there is further engagement.

**5.7 Disclaimers**

This Market Consultation places no onus on Onward to subsequently issue a Tender for any or all of the scoped items described in this document, nor does it place any onus on Onward to invite those participating in the Preliminary Market Consultation to subsequently bid for such services, notwithstanding any requirements of the Public Contracts Regulations 2015.

Neither this document nor any of the associated engagement activities comprise any part of any procurement exercise and participation does not imply intention or commitment by Onward to take up the services and thereby engage Regulation 41 of the Public Contracts Regulations or to include or exclude Participants from a future procurement. No information provided in the response to this exercise will be used in any evaluation of any subsequent competitive procurement exercise.

No information provided either by Onward or the Participant at this market engagement stage will constitute a response to any Tender, which may subsequently be issued, nor does it bind Onward or any Participant to contracting for supply at a price or specification discussed during the Market Consultation.

**5.8 Participants Costs**

Onward will not reimburse any costs incurred by Participants during Market Test whether or not Onward decides to proceed with the Tender or whether or not the Participant chooses to participate in any Tender issued.

**5.9 Project Confidentiality**

At this early stage of such a project, confidentiality is vital to ensure expectations and marketplaces are managed effectively. Therefore:

* All Participants must treat all information supplied by Onward in connection with this pre-market engagement process as confidential (and shall ensure that their employees, consultants, subcontractors, advisers, insurers and funders shall treat documentation supplied in relation to this Preliminary Market Consultation Document as confidential).
* No Participant should disclose that it has been invited to pre-market engagement in relation to this project or release details of this document (and all the documents forming part of or appended or scheduled to this document) other than on a strictly confidential basis and to the extent strictly necessary to such parties as the Participant needs to consult in order to respond.
* This Preliminary Market Consultation Document is issued in confidence and remains the property of Onward.

**5.10 Completeness of Information**

To avoid clarification questions at the Tender stage, Participants are asked to raise any areas where they feel additional information needs to be provided in the Scope of Services in Appendix 1.

**5.11 Information Provided to ONWARD**

At Onward’s discretion, the Participant may supply documentation to Onward following the Market Test workshop. Onward reserve the right to include any such information in any subsequent documentation produced in connection with this or any other project including any resultant Tender Information Pack that may be produced as a result of this Market Engagement.

If a Participant wishes particular information not to be reproduced, please ensure that this is clearly specified on the relevant parts of information provided.

# 6 Onward Main Contact

The main contact for any queries in relation to this pre-market engagement is:

Name: Lewis Sinkala

Title: Senior Procurement Category Manager

Email: [lewis.sinkala@onward.co.uk](mailto:lewis.sinkala@onward.co.uk)

# Appendix 1

**Scope of services**

**Minor Adaptations**

Onward is looking for suitable suppliers who can provide minor adaptations including hand rails, grab rails both internal and external, half steps and relevant group works, key safe installation, installation of showers over existing baths as well as more bespoke or one off installations- modifying kitchens, manufacturing and installing bespoke rails and gates, modifications to windows etc.

Onward requires suppliers to be able to:

* Assess and fit minor adaptations
* Ensure the installed adaptations are fit for purpose and safe for the customer to use

Suppliers will be required to demonstrate:

* + Trusted assessor training
  + Include any electrical and plumbing qualifications any employees have
  + Health and safety competency and technical relevant information
  + Confirmation of relevant insurances applicable to the requirements

**Domestic Lifting Equipment**

Onward is looking for suitable suppliers who can install domestic lifting equipment including stairlifts, curved stairlifts, through floor lifts, hoists and step lifts.

Onward requires suppliers to be able to:

* Remove existing equipment
* Identify customer needs and supply like for like or as near to as possible equipment
* Install and commission lifting equipment

Suppliers will be required to demonstrate:

* + Health and safety competency
  + Warranty length and out of hours repairs plan
  + Confirmation of relevant insurances applicable to the requirements

**Specialist Plumbing**

Onward is looking for suitable suppliers who can install and repair specialist plumbing including minor adaptations e.g., installing taps, cut off valves or bifold doors as well as the installation and repair of specialist baths and sinks and specialist WCs.

Onward requires suppliers to be able to:

* Ensure the installed adaptations are fit for purpose and safe for the customer to use
* Identify customer needs and supply like for like or as near to as possible equipment
* Install and commission equipment

Suppliers will be required to demonstrate:

* + Health and safety competency
  + Warranty length and out of hours repairs plan
  + Confirmation of relevant insurances applicable to the requirements

**Support Services**

**Occupational Therapy Services**

Onward is looking for suitable suppliers to provide OT services related to adaptations.

Onward requires supplier to be able to:

* Demonstrate previous experience in social housing adaptations

Suppliers will be required to demonstrate:

* Relevant professional qualifications
* Confirmation of relevant insurances applicable to the requirements

**Architectural Services**

Onward is looking for suitable suppliers to provide architectural services related to adaptations.

Onward requires supplier to be able to:

* Demonstrate previous experience in social housing adaptations
* Confirmation of relevant insurances applicable to the requirements

Suppliers will be required to demonstrate:

* Relevant professional qualifications
* Confirmation of relevant insurances applicable to the requirements

# Appendix 2

**Please return this Appendix to Lewis Sinkala, Senior Procurement Category Manager, at** [**lewis.sinkala@onward.co.uk**](mailto:lewis.sinkala@onward.co.uk) **by the closing date (9th December 2022).**

**General Information**

|  |  |
| --- | --- |
| **Organisation Name** |  |
| **Contact Details Name** |  |
| **Job Title** |  |
| **Address** |  |
| **Telephone Number** |  |
| **Email Address** |  |
| **Web Address** |  |

**Questions**

**To be addressed as part of the Participant’s response. Please answer directly below.**

**Q1.** Please briefly outline your organisation and your team’s experience of providing the following services. Please also confirm which geographical areas your organisation can provide.

Please refer to the high-level specification for the types of services we require under each heading.

Response:

|  |  |  |  |
| --- | --- | --- | --- |
| Yes (please indicate with ‘X’) | Greater Manchester | Merseyside | Lancashire |
| Minor Adaptations |  |  |  |
| Domestic through floor lifts |  |  |  |
| Domestic stair lifts and step lifts |  |  |  |
| Plumbing services |  |  |  |
| OT service |  |  |  |
| Architectural services |  |  |  |

**Q2**. Can you provide any pricing information? What is the labour cost per hour/mileage, etc?

Response:

**Q3**. What third party pre-procured frameworks are you on?

Response:

**Q4**. Are any of your employees trusted assessor trained?

Response:

**Q5**. Do you refresh any training provided to staff? If so, what is the frequency of this?

Response:

**Q6**. Do staff have training of working with customers with additional needs and if so, what?

Response:

**Q7**. What standard warranty do you offer on installed specialist equipment?

Response:

**Q8.** Do you have experience of integrating with client-side electronic systems?

Response:

**Q9.** Do you have an out of hours service?

Response:

**Q10.** What is your standard response rate?

Response:

**Q11**. Can you confirm you have the necessary health and safety requirements (including CHAS or equivalent)?

Response:

**Q12**. Can you confirm you have the necessary insurances?

Response:

**Q13**. Please detail any standard contract terms that you may use (whether own or model form contracts).

Response:

**Q14.** Do you have any experience of supporting clients with Social Value objectives?

Response:

**Where appropriate, please provide real examples and appropriate evidence to the questions above for shared benefit.**