

**Market Engagement Questionnaire**

**Residential Furniture for Housing, Care and Support schemes and Market and Non-Market Rental Properties**

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| **Section A - Requester Details** | |
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| **Date:** | 20th March 2019 |
| **Deadline:** | Midday on 5th April 2019 |
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**Introduction: The Market Engagement and Procurement Process**

One Housing Group (OHG) is reviewing its procurement of residential and office furniture with a view to going out to tender for a new contract or framework agreement. Prior to the commencement of the formal process, we would like to invite interested suppliers to take part in a market engagement questionnaire, so that we are better informed as to the suppliers in the market, the potential interest in this opportunity and to make sure that we take the most appropriate approach to this procurement.

We are also keen to hear the views of suppliers on any new innovations in the sector, the range of products and services available, any added value that can be offered to customers and what we can do to be attractive clients to work with. This will help to inform our specification and make sure that we are well positioned to achieve value for money and high quality furniture provision.

As such, your feedback is very important and we look forward to hearing your views. For the avoidance of doubt:

* **This is not part of the formal competition!**
* Whilst your responses may guide our thinking with regards to the process and specification, we confirm that they will be kept confidential.
* No information provided in response to this questionnaire will be later used by OHG in assessing suppliers during the formal procurement process.
* Suppliers who do not respond to this questionnaire will still be able to participate in the procurement process on an equal footing with those who did respond.
* Where we think further clarification of a particular response or responses would assist in informing the process we may seek further discussion with those potential suppliers.
* Answers to any clarification questions raised during this process may be shared with all interested suppliers.

**Housing Care and Support**

1. **Background and overview**
   1. Housing, Care and Support (HCS) is a business unit of One Housing. We manage a housing, care and support portfolio with a forecast turnover of £53m in 2018/19. We are driven by the values of choice, innovation and quality that make a real difference to people’s lives.
   2. We support a broad range of customer groups, bringing expertise in both scheme design/development and the delivery of high quality on-site services. We deploy nearly 1200 care, support and FM staff, working with 3530 customers as of September 2018, and own/manage over 2,000 units of supported housing/senior living. We currently operate 58 contracts across Essex, Bedfordshire, Oxfordshire and 14 London boroughs; Barnet, Camden, Greenwich, Islington, Tower Hamlets, Westminster, Haringey, Hackney, Enfield, Lambeth, Kingston, Lewisham, Croydon and Wandsworth.
2. **Our Brands**
   1. We deliver care and support services under four key brands– One Support, Season, Baycroft, and Arlington:
   2. **One Support**
      * Our mental health, young people, homelessness and floating support services are delivered under the One Support brand. We work with customers who have a range of needs, including young people, complex mental health, substance/ alcohol use, ex-offenders, families, and people with a history of homelessness.
   3. **Season**
      * Affordable senior living services are delivered under our Season brand. Season senior living accommodation is high quality in terms of both services and buildings, providing a more consumer led lower and mid-market housing with care and lifestyle offer for older people.
      * There are currently nine Season schemes in operation across London, Essex and Oxfordshire with a total of 424 units. A 53 unit scheme, including 19 units for Shared Ownership is due to open in Lewisham in August 2019.
      * More information can be found at the Season website: https://www.seasonhomes.co.uk/.
   4. **Baycroft**
      * Private care homes at One Housing are delivered under our Baycroft brand, offering luxury nursing and dementia care in homes and senior villages across London and the South East. The developments provide a home-from-home environment for our residents, with each room and suite offering a modern wet room style en-suite bathroom. We promote independence and active lifestyles, with the security of our skilled care and support service. Each home includes high quality communal spaces such as restaurants and a bar, library, hair and nail salon, treatment room and gym.
      * More information can be found at the Baycroft website: https://www.baycroft.co.uk/.
   5. **Arlington**
      * Arlington, located in the centre of Camden Town, is the largest mixed use homeless hostel in the UK and helps customers to move on to secure homes and more stable futures. We work with social enterprises and commercial businesses at Arlington offering customers a safe place to stay along with personalised support and real opportunities to learn new skills, find a job and get their independence back.
      * We have recently expanded the brand with the opening of Clarence House in Bedford.
   6. **SoHostel**
      * SoHostel is One Housing’s hostel in the heart of the West End, providing stylish, clean and secure accommodation for single travellers, couples and groups. With space for up to 150 guests in dorm rooms of various sizes, SoHostel has a bright, contemporary décor with a fun feel and facilities including a spacious bar-lounge and café.
      * More information can be found at the SoHostel website: <https://www.sohostel.co.uk/>.

**CityStyle**

Citystyle manages a portfolio of over 4,800 properties in London and the South East and provides a wide range of associated services.

Citystyle have a number of properties available for sale, rent and shared ownership. We also manage a growing portfolio of commercial properties that we let or sell on commercial lease terms. Citystyle aim to provide quality homes and a service that surpasses the expectations of today’s demanding home seekers at an affordable price.

Citystyle is part of One Housing, a modern social enterprise which provides high quality homes and care to help people live better. It’s also London’s largest provider of support, housing and services to people with complex needs.

One Housing is a non-profit organisation and the money that Citystyle makes is used to provide high quality, affordable homes to meet the needs of local people.

**The Questionnaire**

**Note: we are looking for as much feedback as possible, so please expand the text boxes as required.**

1. Please confirm the range of products and services you currently provide:

* Residential furniture for mental health, young persons and rough sleepers supported housing schemes
* Residential furniture for older persons schemes
* Residential furniture for market and non-market rental properties
* Residential furniture for SoHostel
* Garden furniture
* Artwork
* Manufacturing of luxury bespoke furniture
* Total end to end service for fitting out new senior living properties (including communal areas, residents’ bedrooms and office areas) including interior design and project management services.

1. Please give an overview of the product lines and services that you offer.
2. Please confirm where your depots are located and the lead times from order to delivery.
3. Please confirm what additional services you offer such as interior design and space planning, installation of furniture and white goods, removal and recycling of packaging, removal and disposal/recycling of furniture items etc.
4. Please outline any aftercare services you provide, including the replacement service / guarantees offered if an item is faulty or inaccurate.
5. Do you have accreditation that is relevant for the sectors we operate in as described above?
6. What new developments/trends in the furniture supply market or external environment do you see as significant at present or may impact future provision?
7. Are you able to offer a key pick up and drop-off service? If so please indicate the turnaround time, based on a Camden office location for the pick-up of keys.