

**Request for Information**

Stonewater Limited

Broadband at Stonewater Residential Properties

7th October

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# **Introduction**

* 1. **Stonewater**

Our significant and progressive house-building programme aims to build a minimum of 1,500 new homes a year from 2022/23 and we have a good pipeline of development to achieve this, driven by our vision of everyone having the opportunity to have a place that they can call home. We plough our surplus into building new homes, improving our existing housing stock and investing in customer services.

We are also the largest management partner for Legal & General Affordable Homes, supporting the organisation in delivering its ambitious development plan of building 3,000 homes by 2022, by leading on Legal & General's housing operations across England.

We recognise that the way we work matters too. We are committed to providing homes that are energy efficient and are working towards Government's targets for carbon neutrality. Our Environment Strategy helps us minimise the resources we use as an organisation and manage our impact on the environment.

Our talented 800+ employees embody our values – being ambitious, passionate, agile, commercial and ethical. For the second consecutive year we achieved a ‘One Star’ rating in the 2020 Best Companies Top 100 best not-for-profit organisations to work for and made the list for the top 25 best housing sector organisations to work for in the UK.

With an annual turnover of around £191 million and £1.8 billion in assets, Stonewater is a strong, dynamic and well-managed social business, with a long-term rating of A+ by independent credit ratings agency, S&P Global Ratings and a top G1/V1 governance and viability ranking from the Regulator of Social Housing.

**Clarifications**

If you have any clarification regarding the contents of this document, please contact sarah.newton@stonewater.org

# **Background and Current Position**

In 2017 Stonewater recognised the need to provide WIFI capability across a number of Stonewater premises with a national footprint. At the time due to the spread of premises nationally Stonewaters preference was to engage with a SERVICE PROVIDER specialist that would manage the WIFI capability as a Managed Service. Some of the main objectives Stonewater were looking to fulfil at the time were to:

* *Reduce the prevalence of digital exclusion amongst older adults within the retirement living cohort. This project will provide the resident cohort the opportunity to try out equipment and go online in an accessible, familiar and enjoyable environment.*
* *Create opportunities for increased learning and wider understanding of the benefits of using computers, other technology, social media and the internet*
* *Help individuals get more out of technology and respond to increasing expectations that customers use online access to buy or use services*
* *The project allows for the purchase and flexible use of mobile IT equipment to deliver educational learning.*

In 2018, following a procurement exercise Stonewater contracted with BT to install iBT Wi-Fi Managed Hotspot public Wi-Fi Internet access to a 54 of its Retirement Living Sites.

The service includes a BT Wi-Fi Infinity, ADSL2, BTNet, Etherflow plus Router, Access Points, Switch (where required) and associated cabling.

The BT Wi-Fi Managed Solution is a fully managed wireless network that is designed, delivered and managed by the Supplier. It allows the Customer the ability to provide public Wi-Fi hotspot(s) for its customers and staff.

The installation included either a single or multiple WAPs located throughout the sites with each Wireless Access Point (WAP) broadcasting the Wi-Fi signal and allows User devices to connect the BT Wi-Fi network.

The coverage range of each WAP has varied dependent on the construction and size of the building within which it installed, but typically each WAP will provide a 50m coverage footprint indoors and up to 100m outdoors.

The Supplier provided and installed all interconnect network cabling as required. This was a minimum of Cat5e standard to support Gigabit Ethernet speeds. For larger deployments or excessive distances fibre network cabling has been used

Currently provided across 54 Retirement Living sites is a BT Wi-Fi Managed Solution across a wireless network that allows customers within that building to access public Wi-Fi hotspot(s). Coverage is completely dependent on the number of WAP’s within the communal corridors and the speed of broadband services. The intention was that where multiple WAPs are installed the coverage from each WAP would typically overlap to allow users to seamlessly roam from one WAP to another without experiencing any break in service.

The following schemes were part of original procurement and all had a wireless network installed with WAP’s dependent on the construction and size of the building.

|  |
| --- |
| **Schemes Postcodes** |
| NG9 2SY | BH14 8SZ | CV35 8TR | SK13 7QT | BH14 0BE |
| BN1 1TZ | GL20 8UD | DY1 3AJ | HX3 0UY | RG22 4LJ |
| HR6 8NF | HR4 8SR | TQ5 8PB | GU10 4NL | OX16 9TG |
| MK41 8QT | HR6 8LQ | BN21 1LX | CV3 2QB | CV3 2QB |
| DY1 1EW | DE1 2LR | BN21 2JQ | CV2 1RE | MK6 5EL |
| SO17 1JT | BN22 9EJ | OX10 0XD | HR5 3UE | SO19 9DS |
| CV8 1LA | RG14 5PG | BN20 8UD | HR6 8AQ | TN6 1DZ |
| SP2 7SX | MK40 4PS | SO31 7FR | PO12 3PT | RG2 7NQ |
| SP2 7NE | SP10 3TL | B69 4DU | SO15 3SE | BH17 7DW |
| BA14 7JY | CV7 7NT | SN1 3HT | MK41 6AJ | HX1 3PF |
| BH2 6PP | MK40 2DD | GU12 4PG | CV32 4LB | BH4 9DT |

The following table shows a number of additional sites that were not within the original scope of the installation in 2018 and so require a full survey to establish requirements to bring into the specification.

|  |
| --- |
| **Schemes Postcodes** |
| SN3 4QU | RG8 9DJ | SN3 4QT | SN10 1BH | SO24 9EY |
| LN12 2DT | SN5 8RT | SM3 8HH | PO21 2RS | SO30 2UE |
| HP6 5DP | B91 3EP | BH2 6BE | DT4 7HA | TW20 9DH |
| BH15 2QA | TN33 0XA | DT1 1PS | GL3 2HS | SN1 4AU |
| HR6 8TD | RG21 8SX |  |  |  |

Since COVID we have noted that the network provision to the scheme no longer meets our requirements and we are looking to the market for a potential solution which will meet our requirements set out below.

# **3 Requirement**

3.1 Stonewater are looking for a solution which provides easy and secure route to provide an unlimited customer internet service through a third party.

# **Replying to the Request for Information**

* 1. **Introduction**

Suppliers are asked to complete section 4.2 – 4.5

* 1. **Requirements Review**

Please provide a response against each point in the table below as outlined within section XX, confirming whether you;

- Fully meets requirement

- Partially meets requirement

- Unable to meet requirement

Where a supplier is unable to provide a response that fully meets the requirement stated, more detail is requested in the third column of the table.

|  |  |  |
| --- | --- | --- |
| **Requirement**  | **Response** | **Additional Comments** |
| 3.1 |  |  |

* 1. **Indicative Costs**

Using the information supplied about Stonewater’s requirement, suppliers are asked to provide potential contract costs. Costs provided are only indicative and will not be assessed as part of any future tender.

|  |  |  |
| --- | --- | --- |
| **Details -** *Insert types of costs, dependent on the project* | **Costs (ex VAT.)** | **Comments** |
|  |  |  |
| **Total** |  |  |

* 1. **Indicative Timescales**

Interested parties are required to provide a high level estimate for the delivery of Stonewater’s requirement based on the information provided in this document.

* 1. **References**

Interested parties are required to provide three examples from within the past 2 years of projects delivered that match Stonewater’s requirements.

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer Name** | **Contact Name and Email Address** | **Date Project went live** | **Summary of the project/Requirement** |
|  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer Name** | **Contact Name and Email Address** | **Date Project went live** | **Summary of the project/Requirement** |
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| **Customer Name** | **Contact Name and Email Address** | **Date Project went live** | **Summary of the project/Requirement** |
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