

Market Engagement

For the provision of

CCTV Supply and Install

CCTV Service and Maintenance

Electronic Gate Servicing and Maintenance

Intercom Renewals and Maintenance

(This is not a call for competition)

**Market Engagement Information Pack**

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# 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 market input and information regarding door entry systems.

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 28,000 homes across the North West. | Provides affordable homes and a range of housing-related services. |
| **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 (trading as Onward Repairs)** | 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. Spread across three main regions, Lancashire, Greater Manchester, and Merseyside. Each region previously had responsibility for undertaking services independently. This has led to several systems used across the assets and no standard system used. In order to better refine Onward’s requirements, we are seeking information from the market.

# 4. Project

This is a soft market testing at this stage.

# 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;
* To validate budgets;
* To look at standardisation across the Group where possible; and
* To look at standard products and services across the Group.

Onward are also looking to confirm whether a single supplier across all the areas is in line with current supplier delivery models.

**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**

As previously mentioned, Onward has a large variety of stock archetypes.

At present, Onward uses Orchard/C365 for its infrastructure and a requirement would be that there is integration with the organisation’s systems.

The scope of services is below.

CCTV Supply and Install

CCTV Service and Maintenance

Electronic Gate Servicing and Maintenance

Intercom Renewals and Maintenance

* stand alone systems
* telephony/video
* security of system – to ASB
* links to automated door sets
* fire systems
* off site access
* how the fobs are managed
* Interfacing
* Readers/keypads
* Access through handles
* What we provide internally – handsets
* IoT and technological advancements and reduction in technological obsolescence where possible (replacements)

As Onward is reviewing its requirements, we are looking at what is available in the market. Please provide any products or services information that you think Onward may find relevant in Appendix 1.

**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 - Questionnaire

**Please return this Appendix to Lewis Sinkala, Senior Procurement Category Manager, at** [**lewis.sinkala@onward.co.uk**](mailto:lewis.sinkala@onward.co.uk) **and** [**keely.hughes@onward.co.uk**](mailto:keely.hughes@onward.co.uk) **by the closing date 15th March 2023.**

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

**Q1a.** Please briefly outline your organisation and your team’s experience of providing the following services:

* **CCTV Supply and Install**
* **CCTV Service and Maintenance**
* **Electronic Gate Servicing and Maintenance**
* **Intercom Renewals and Maintenance**

Response:

**Q1b.** Please also confirm which geographical areas your organisation can provide. If there are other solutions you provide that you think are applicable, please provide this information below as well.

Response:

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes (please indicate with ‘X’)** | **Greater Manchester** | **Merseyside** | **Lancashire** |
| **CCTV Supply and Install** |  |  |  |
| **CCTV Service and Maintenance** |  |  |  |
| **Electronic Gate Servicing and Maintenance** |  |  |  |
| **Intercom Renewals and Maintenance** |  |  |  |
|  |  |  |  |
| **Please insert any other services which you provide that may be of interest to Onward** |  |  |  |

**Q1c.** Please provide details of your current operating model and whether you provide all these services across the regions for other clients or whether you provide certain elements in certain regions. Onward is trying to understand whether there are suppliers who provide a ‘one stop approach’ to the services for any clients.

Response:

**Q1d.** In regard to your delivery model, please provide a percentage of how much of it is delivered in-house and how much is sub-contracted.

Response:

|  |  |
| --- | --- |
| **Service** | **% sub-contracted** |
| **CCTV Supply and Install** |  |
| **CCTV Service and Maintenance** |  |
| **Electronic Gate Servicing and Maintenance** |  |
| **Intercom Renewals and Maintenance** |  |

**Q2.** Can you provide any pricing information based on common/off the shelf products?

Response:

**Q3.** Do you have experience in providing support with installing CCTV systems which are compliant with guidance from the Information Commissioner's Office and the Surveillance Camera Commissioner?

Response:

**Q4**. What third party pre-procured frameworks are you on?

Response:

**Q5**. What standard warranty do you offer on installed specialist equipment?

Response:

**Q6.** Do you have experience of integrating with client-side systems within the housing management sector (please refer to the requirements section for further details on the systems used within Onward)?

Response:

**Q7.** Do you have experience of developing standard door solutions for organisations with the ability to tailor requirements?

Response:

**Q8.** Are your systems open protocol so that future maintenance can be undertaken by our current maintenance engineers?

Response:

**Q9.** Do your products need to be installed directly by yourselves, a select list of installers or required to be installed by specialist contractors?

Response:

**Q10.** Is the system able to be cloud based, to allow entry and exit via remote access? Can fobs also be cloud based, and utilised on digital items such as mobile phones?

Response:

**Q11.** Please detail your experience across the following areas specific to the services

* Biometric access
* Reporting i.e. occupancy
* Auto fire roll call
* Occupancy limits in term of fire regs

Response:

Response:

Q12. What is your experience of repairing, accessing and replacing legacy CCTV and door entry systems? How have you helped other clients to adopt a standardised approach across different regions?

Response: