

**Request for Information**

Stonewater Limited

Keyless Door Entry Systems.

August 2021

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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.

* 1. **Background to the Requirement**

We operate in excess of 33,000 individual homes in the social housing sector and have many flats and maisonette properties within our stock that are served by communal access areas with traditional keys and locks. Whilst such key and locks are not expensive, their management and control is time consuming and a tangible expense to all teams. As well as being an inconvenience and security risk to our customers, contractors and colleagues alike.

As we move to hybrid working with more staff working remotely, we expect to reduce the number of local offices we operates, making the control and distribution of keys increasingly more difficult and expensive as well as more inconvenient, especially in emergencies.

It is estimated that in excess of 600 blocks national will need to be converted from lock and key to keyless door entry systems and that a further 200 existing systems will be replaced as and they near the end of their useful life or the fitting of other equipment deems it necessary to do so.

**1.3** **Current Position**

Stonewater already has a number of blocks and schemes with keyless entry systems. They are made by a variety of manufactures and with widely differing operational outcomes, costs and relatability. Some are able be integrated with other building systems, such as our warden call systems and be operated remotely while others are stand alone and site based.

Approximately half of our systems are currently maintained by out partnering contractors, while the other half mainly in the south east and west are looked after by specialist contractor

# **1.4 Requirements**

Stonewater wish to engage with manufactures, installers, maintenance and service providers of Keyless Door Entry Systems (KDES).

Stonewater is keen to understand the systems available in the market and gain a greater awareness of emerging technologies..

The intention is to identify a keyless door entry system that can be tailored to the differing needs of our tenant groups, building types and locations. Stonewater will require contractors to install and maintain equipment at sites and need an open protocol system which can easily be maintained and repaired without tying Stonewater to one manufacturer and/or installer, past contract periods.

System requirements. The system must be able to be monitored, controlled and programmed remotely, ideally by someone working from home on a laptop or PC.

The system must be open protocol and the cost of running it must be clear and offer value for money for all application, including small blocks, lease holders and retired residents.

The system should integrate with other equipment including warden call and fire alarms and Building Management systems.

The system and its control will ideally be cloud based but it must be possible to migrate all data to new supplier at reasonable notice.

Ideally the system will be available with extended warrantees and maintenance plans.

**1.5 Clarifications**

If you have any clarification questions regarding the contents of this document, please contact

 MyEasyAccess@stonewater.org.

# **Replying to the Request for Information**

**2.0 Introduction**

Both Manufacturers and installers/ maintenance contractors are encouraged to reply, please indicate within your replies if you are a manufacturer, installer or both.

Stonewater is keen to understand what the market can offer but also the expertise and experience of suppliers to help guide us at this early stage.

Suppliers are asked to complete the sections below, including requirements review, indicative costing and costing considerations, indicative timescales and references.

**2.1 Requirements Review**

Please provide a response against each point in the table below as outlined within section 1.4, please confirming whether you;

- Fully meet the requirement

- Partially meet the requirement

- Unable to meet requirement

Please provide additional information or reference attachments/appendices that provide further detail within the third column of the table below. Stonewater are interested to understand the range of options both in equipment and delivery, to support the scoping of our requirements. Stonewater are also interested to learn from the experience of suppliers within the market.

|  |  |  |
| --- | --- | --- |
| **Requirement**  | **Response** | **Additional Comments** |
| How is your system able to be monitored, controlled and programmed remotely to assist Stonewater with managing systems and customers.  |  |  |
| Is your system Open Protocol, or can you provide Open Protocol solutions? |  |  |
| How is your system able to be tailored for different customer base needs and buildings. |  |  |
| Would the solutions Interact with fire systems and warden call systems? |  |  |
| Stonewater require systems that can be easily maintained. Can you provide insight into the availability of parts, equipment and trained installers and supply chain. If you are a manufacturer only can you provide guidance on your Distribution |  |  |
| What Added benefits are provided within your solution for customers?  |  |  |
| What security aspects should Stonewater consider and how does your solution address them? |  |  |
| Is your solution Cloud based? |  |  |
| What Warranties and insurance are provided? |  |  |

**2.2 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** |
| Equipment costs.  |  | * Items required
* Pricing structure
 |
| Installation and labour rates |  | Please provide pricing consideration and model for installation and design. |
| Warranty and insurance |  | Please confirm the costs for warranty and extended warranty – if there are costs |
| Licenses  |  | Please confirm if there are any licenses to use the equipment |
| Maintenance and repair costs. |  | * Items required

Pricing structure |
| **Total** |  |  |

**2.3 References**

Interested parties are asked to provide two - three examples from within the past 2 years of projects delivered that similar to 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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