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**Preliminary Market Consultation Brief**

**CCTV Monitoring Services at Ethelred Estate - Lambeth**

1. **Introduction**

WATMOS Community Homes (WATMOS) is a unique landlord owning just over 2700 homes for rent in the Walsall area of the West Midlands and Lambeth in London. There are also 379 leaseholder properties.

As a charitable housing provider, our main role is to provide accommodation for people in need of housing. We are founded on the principles of inclusion and resident empowerment in a culture which values people’s individual and collective contribution to their community.

WATMOS is based around Tenant Management Organisations (TMOs) that have successfully managed their own estates for many years and that provide local housing services on behalf of WATMOS. The TMOs are run by elected resident committees who employ their own staff providing housing services and looking after their estates.

WATMOS was set up to build on the success of tenant management in Walsall and as a landlord we are proud to offer something different.

Our approach is based on four key principles:

* Tenants and residents should be in the driving seat, empowered, encouraged and supported to manage their own estates;
* Housing services should be organised locally with accessible staff based in offices within walking distance on every estate. Service standards should be agreed within each locality that reflect the priorities set by the tenants and residents;
* Our estates should be attractive, desirable and offer a high level of security; and
* We shouldn’t just be managing housing; we should be building a real sense of community where people look after one another.

These principles are important to us and through them we aim to provide tenants and residents with good housing conditions that meet their needs and exceed their expectations within communities that encourage people to reach their potential and improve the quality of life for themselves and others.

We aim to be one of the best housing associations in the country and demonstrate that tenant management and local community control really works.

You can read more about WATMOSand our estates[**here**](https://www.watmos.org.uk/our-tmos)

1. **Current Service Arrangements**

The current Service consists of CCTV monitoring and walkabout security checks across the Ethelred Estate in Lambeth. The CCTV monitoring Service is undertaken from a converted residential property on the Ethelred Estate

The Ethelred Estate is made up of 27 blocks and 750 homes

The Service is provided 24 hours a day, seven days a week, three-hundred and sixty-five days a year.

A recent consultation with Lambeth residents identified the majority (87%) would prefer to continue with a CCTV monitoring service. This majority was divided between a live monitored solution (46%) and a recording and playback solution (41%).

A summary of the resident consultation will be provided to organisations that participate the Preliminary Market Consultation.

WATMOS has recently commissioned the installation of new CCTV and door entry equipment on the Ethelred Estate and the Thorlands Estate. Installation of the new equipment is expected to complete in March 2021.

A summary of the new CCTV and door entry equipment will be provided to organisations that participate in the Preliminary Market Consultation.

1. **Future requirements**

WATMOS is in the early planning stages of procuring the new Service to replace the current Service, with an estimated go-live date of July 2021.

The key objectives of the new Contract are:

* To ensure the safety of WATMOS residents
* To reduce crime and ant-social behaviour
* To ensure that WATMOS stays safe & legal
* To improve Value for Money
* To determine the appropriate Contract term
* To increase the use of innovation and new/emerging technologies
* To improve contract performance
* To improve Social Value to WATMOS and the wider community

The current arrangements for parking enforcement and parking permits on the Ethelred Estate is currently under review. WATMOS wishes to discuss this service with Participants during the Preliminary Market Consultation meetings.

1. **Objectives of Preliminary Market Consultation**

The objectives of the Preliminary Market Consultation are to:

* Discuss the current Service provision
* Determine market capacity and drivers
* Establish potential Bidder interest in the new Contract
* Discuss solution and technology options
* Discuss options for utilising a blend of people and technology
* Discuss product/service development pipelines
* Explore the potential for innovation and added value
* Establish key cost drivers, current cost bases, pricing model options and estimated budgets
* Establish a fit for purpose Service specification
1. **Preliminary Market Consultation Process**

The Preliminary Market Consultations shall be conducted via a 1-hour Zoom meetings on the following dates:

* 18th January 2021
* 19th January 2021

Meetings shall be allocated on a first come first served basis to Interested Parties responding to this Brief. WATMOS reserve the right to limit the number of meetings held.

Interested Parties wishing to participate in the Preliminary Market Consultation shall register their interest by no later than 13:00hrs 8th January 2021, with our appointed Procurement Advisors, Clarity Procurement Solutions:

nathan@clarityprocurement.co.uk

Interested Parties shall also indicate the names and positions of those wishing to attend. A maximum of 3 individuals per Participant is permitted.

Zoom meeting dates and times shall be confirmed to Participants by 11th January 2021.

1. **Important Notes**

In accordance with Regulation 40 of the Public Contracts Regulations 2015, the deliverables from this Preliminary Market Consultation may be used in the planning and conduct of the future Service procurement procedure, provided that it does not have the effect of distorting competition and does not result in a violation of the principles of non-discrimination and transparency.

Where a Participant has advised WATMOS, whether in the context of this Preliminary Market Consultation or not, or has otherwise been involved in the preparation of the procurement procedure, WATMOS shall take appropriate measures to ensure that competition is not distorted by the participation of that Participant.

Such measures shall include:

* The communication to the other Participants and Bidders of relevant information exchanged in the context of or resulting from the involvement of the Participant in the preparation of the procurement procedure
* The setting of adequate time limits for the receipt of tenders

Participants shall only be excluded from the procurement procedure where there are no other means to ensure compliance with the duty to treat economic operators equally in accordance with regulation 18(1) of the Public Contracts Regulations 2015.

Prior to any such exclusion, Participants shall be given the opportunity to prove that their involvement in preparing the procurement procedure is not capable of distorting competition.

Participants shall bear their own costs and in no circumstances whatsoever shall WATMOS become liable for any participation costs associated with this Preliminary Market Consultation. WATMOS shall similarly not be liable in the event that any procurement process pursuant to this Preliminary Market Consultation is not undertaken, whatever the reason.

1. **Definitions**

“Bidder” – shall refer to the organisations formally invited to participate in the Tender

“WATMOS” shall refer to WATMOS Community Homes

“Interested Parties” shall refer to providers who express an interest in participating in the Preliminary Market Consultation

“Participants” shall refer to the providers that WATMOS has invited to participate in this Preliminary Market Consultation

“Preliminary Market Consultation” shall refer to this exercise, undertaken in accordance with Regulations 40 and 41 of the Public Contracts Regulations 2015

“Service” shall refer to the current and/or the new CCTV Monitoring Service

“Tender” shall refer to any Tender which WATMOS may issue pursuant to this Preliminary Market Consultation