

**Pre Market Engagement Brief**

**Procurement of Alarm Monitoring Services**

**Project Reference JIG/ALARMON/2024**

1. **Introduction**

**About Jigsaw Homes Group Limited**

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands.  By combining the strengths of two successful housing groups New Charter Group and Adactus Housing Group, Jigsaw Group creates new and exciting opportunities for tenants and customers.

Our members build, renovate and manage low-cost housing for rent and sale.

We work to help regenerate neighbourhoods and increase life opportunities for disadvantaged individuals and communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy. We will create stronger communities with improved local services through Greater Manchester devolution and new partnerships.

**Group Members**

**Jigsaw Homes North**

Jigsaw Homes North (formerly Adactus Housing Association Limited) was formed in 1964 and now owns and manages over 17,000 homes across the North West.

**Jigsaw Homes Tameside**

Jigsaw Homes Tameside (formerly New Charter Homes) was formed in 2000 as the new landlords to own and manage homes transferred from Tameside council in Greater Manchester

Jigsaw Homes Tameside now owns and manages around 16,500 homes in Tameside.

**Jigsaw Homes Midlands**

Jigsaw Homes Midlands (formerly Gedling Homes) was formed in 2008 following a stock transfer from Gedling Borough Council. Jigsaw Homes Midlands now owns and manages around 3,300 home across the Midlands.

**Jigsaw Support**

Jigsaw Support brings together our support services from across the Jigsaw Group including: Motiv8, Inspire, homelessness and housing advice services, Housing First, complex families, domestic abuse support, employment support projects and agency managed properties.

**Our Vision**: We want everyone to live successfully in a home they can afford.

**Our Mission:** Creating homes. Building lives.

You can read more about us [here](https://www.jigsawhomes.org.uk/information-article/about-jigsaw/)

1. **Current Arrangements**

There are 2 current arrangements in place:

1. Alarm Monitoring Services to Jigsaw Homes Tameside and Jigsaw Jomes Midlands. A single contract is in place with an expiry date of 31st July 2025
2. Alarm Monitoring Services to Jigsaw Homes North. A rolling arrangement is in place with a single provider

The key elements Of the Alarm Monitoring Services are:

* Support calls
* Door entry
* Logging on/off staff
* Communicating support action
* Wellbeing and reassurance
* Emergency response & repairs (out of hours)
* Fire alarm response
* Fire alarm test
* Communal areas
* Individual dwellings
* Lift entrapment
* Connectivity tests
* Line connectivity tests
* Silent Calls
* No response

A summary of the locations, property numbers, connection numbers a call volumes is set out in Appendix 1.

Approximately 70% of the Alarm Monitoring equipment is digital ready.

New arrangements for all Alarm Monitoring Services are required to be in place by 1st August 2025.

1. **Future Requirements**

The procurement process for the new Alarm Monitoring Services arrangements is expected to commence in January 2025 with new arrangements commencing by 1st August 2025.

The new contracts shall be procured in accordance with the Public Contracts Regulations 2015.

Prior to launching the procurement process, Jigsaw is undertaking a Pre Market Engagement exercise.

The purpose of the Pre Market Engagement exercise is to:

* Establish the market capacity for Alarm Monitoring Services
* Establish potential Bidder interest in this opportunity
* Establish key risks and barriers
* Establish solution and technology options
* Establish the optimum number of contracts
* Establish the optimum contract term
* Establish procurement options and timescales
* Establish cost drivers and indicative budgets
* Establish the potential to generate Social Value
* Shape the content of the Tender documentation
1. **Pre Market Engagement Exercise**

The Pre Market Engagement exercise shall be conducted via a 1-hour Teams meeting with each Participant during November 2024.

Meeting spaces are limited and shall be allocated on a first come first served basis to Interested Parties responding to this Brief.

Interested Parties wishing to attend shall register their interest by no later than 25th October 2024 to 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.

Subject to availability, meeting dates shall be confirmed to Participants week commencing 28th October 2024.

1. **Important Notes**

In accordance with Regulation 40 of the Public Contracts Regulations 2015, the deliverables from this Pre Market Engagement 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 Jigsaw, whether in the context of this Pre Market Engagement or not, or has otherwise been involved in the preparation of the procurement procedure, Jigsaw 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 fixing 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 under no circumstances whatsoever shall Jigsaw become liable for any participation costs associated with this Pre Market Engagement. Jigsaw shall similarly not be liable in the event that a procurement process following this Pre Market Engagement is not undertaken, whatever the reason.

1. **Definitions**

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

“Jigsaw” shall refer to Jigsaw Homes Group Limited

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

“Participants” shall refer to the providers that Jigsaw has invited to participate in this Pre Market Engagement

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

“Tender” shall refer to any Tender that Jigsaw may issue subsequent to this Pre Market Engagement

**Appendix 1**

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| **Area** | **Locations** | **Number of Properties** | **Number of Connections** | **Annual Call Volume** |
| Jigsaw Homes Tameside | Hyde, Denton, Stalybridge, Mossley, Ashton Under Lyne, Dukinfield, Hazel Grove, Mottram, Droylsden | 23 | 557 | 14,851 calls received  |
| Jigsaw Homes Midlands | GedlingBurton Joyce, Mapperley, Arnold, Netherfield, Carlton, Calverton, Woodborough | 19 | 993 | 44,546 calls received  |
| Jigsaw Homes North | Culcheth, Longsight, Sefton, Leigh, Wigan, Chorley, Lancaster, Cheshire, Rainford, Macclesfield, Clayton Droylsden, Openshaw, Withington, Manchester, Chorlton, Beswick, Crumpsall, Whalley Range, Burnage, Tyldesley, Urmston, Sale, Stretford, Atherton, Lowton, Warrington, Ormskirk, Willaston, Moston, Gorton, Southport, Formby, Ellesmere Port, Newton Heath. | 71 | 2271 | 36,804 calls received |