

PIN: Early Engagement Opportunity

Due North Ref: DN616152

This notice is intended to facilitate early market engagement only and is not a call for competition.

Accent intend to procure the following digital features and services, but need to develop the specification and understand the art of the possible. A white label customer self-service android and iOS app, hosted and managed for updates on Google Play and App Store. The proposed commercial model is subscription based, although other alternatives may be considered.

Please see below for expected and desirable features and services. We recognise that these requirements are extensive, and we are open to different approaches, inviting all supplier expression of interest where some but not all expected features and services are available.

We are especially interested in detail about how your app incorporates appropriate native device permissions and services to improve user experience and digital service delivery (compared to web app self-service platforms.) We also want to hear about how you approach the necessary integrations with wider Housing Association systems. Established integrations with Housing Association sector systems should be stated.

Expected features and services:

- App branding and content management abilities.
- Simplified self-service user login and credential management (e.g. Google SSO, Biometric Authentication.)
- Two-way messaging functionality for direct communications
- Community groups/forums
- Customer support features, sign posting other agencies, websites
- Current tenant rent account online payment gateway with card payment, secure saved card details access and tenant account charges statement view.
- Current tenant repairs request and repairs status view.
- Current tenant important documents access and search.
- Current tenant ASB incident raise and raised incident status view.
- Current tenant webchat
- Established API integrations with Housing Association systems (Contact Centre, Housing Management System, CRM, Payment Gateway, Document Management System, Repairs contractors)
- Performant and engaging UX and design.
- Supplier commitment to continuous improvement, with a defined community development roadmap and release schedule.
- Meets Accessibility standards

Desirable features and services:

- Staff user role CMS providing branding, content, messaging and workflow management for rental property adverts, application process management (including banding management and change audit), self-service features, user access management and user analytics/reporting.

- Find a home to rent search facility, with access to available home adverts, email/notification alerts and online application process. (e.g. managed within a rental property advert and application admin CMS, including application banding administration.)
- Dynamic personalised app content and user notifications based upon request status, location, and profile characteristics (for example Estate Services schedules, who your customer partner is, site visit schedules).
- Survey and Customer Sentiment functionality/CSAT.
- Current tenant rent account online payment gateway with additional payment methods.
- Current tenant direct-debit set-up and management.
- Repairs raise with image/video and audio attachment, repair issue diagnostics capability and integration with HMS/CRM or contractor systems for appointments scheduling
- Webchat with Contact Centre/CRM integration.
- Asset (property advert) and user analytics.
- Knowledge base/help/FAQ section
- Established integrations with Accent Housing systems (see below for system names.)
 - Active H
 - AllPay
 - M-Files
 - Microsoft Dynamics
 - Repairs contractor (appointments scheduling and updates)

Please provide an expression of interest and a summary of your product with a comparison against the features listed by 10:00am - 30th June 2022

This PIN is issued to provide and gather information only and must not be assumed as creating a contract or agreement.

In order to maintain a credible audit trail all communication must be issued via the Due North messaging portal. No other communication methods will be responded to.