**ECC Blue Badge System PIN**

Essex County Council is exploring options around a blue badge application and case management system. ECC are seeking input from the market to inform the scoping of a procurement opportunity. The system will need to provide:

a) a means by which Essex residents can apply online (including new applications and renewals);

b) a means by which the Council can assess submitted applications and provide decision to residents;

c) a full case management system for processed applications;

The system must possess the following capabilities/attributes:

* Ability to generate one link per applicant for incomplete application.
* Ability for paper applications to be paid online.
* Ability for paper applications to be communicated via email or digital means.
* Ability to find/locate applications with username, full names or reference numbers.
* Ability to search applicant's name/details if completed/submitted by a third party.
* Ability to download files by email and other means.
* Ability to have a database system that stores all applications.
* Ability to successfully process all applications.
* Ability to retain applications for the 6-month period and close automatically if no contact is made in that 6-month period.
* Ability to automatically generate and format letters.
* Ability to automatically order the badge once payment made and confirmed.
* Ability to fully integrate with National database systems and other Govt systems such as Pay360, GovVerify.
* Ability to provide maintenance updates on regular basis.
* Ability to send out notifications for application progress.
* Application must be cloud-based (SAAS).
* Ability to have a streamlined renewal process for applicants.
* Ability to close off an application without having to work all the way through the process.
* Ability to have a 'Save' functionality for applicants when completing an application online, including a time-out warning.
* Ability to have clear visibility for advisers on the application journey and what stage it is at.
* Ability to have suitable file size upload allowance.

It would be preferable for the system to possess the following capabilities/attributes:

* Ability to open an Appeal process with one-click.
* Ability to indicate if applicant has been sent an email or a letter.
* Ability to paste wording from Word document into a text box, without showing all the coding.

Some additional features which could be preferable are as follows:

* Ability to have AI chat BoT integrated for self-serve and guidance and assessment process.
* Ability for applicants to download a copy of the completed application form they submitted.
* Ability to create alert for a duplicate record being created.

We are asking the market for information on what they currently provide to their customers with respect to blue badge applications and case management systems and future trends; including which of the listed requirements they are able or unable to meet. We would welcome feedback from suppliers, who would anticipate responding to an invitation to tender, in relation to the above identified needs in a brief summary (No more than 750 words) and where possible indicative costs. There will be approximately 2000-2500 applications per month. Once submitted, we will look to organise demonstrations of the system via Microsoft teams between 19/07/21 and 30/07/21.

Please send any responses or queries to [katie.elgie@essex.gov.uk](mailto:katie.elgie@essex.gov.uk)

Thank you for taking the time to respond to this.