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**Market Engagement / Testing**

**For**

**Replacement of current Housing Management Solution**

**Deadline of submission of your response:**

**17:00 hrs on 12th December 2019**

**Introduction: About One Housing**

One Housing helps people to live better by providing high quality homes and care across London and the South East. We manage approximately 17,000 homes and have plans to build 5,000 over the next ten years. We also support over 9,000 people to help them live independently.  
  
Our vision is to create places for people to call home and support them to live well. We do this by ensuring our five core values are embedded in everything we do, and by creating teams of dedicated people who share these values and actively contribute to achieving our shared vision.

**Background to our requirements**

The catalyst for change is the need to replace the existing Universal Housing Management System of CIVICA, which doesn’t offer many of the features and functionality found in more modern housing systems. Though we have been using the system for several years but we need to replace it with an upgraded and robust Housing Management Solution. In the current system, there are many tasks which staff members still need to do manually which need to be automated in the new system. Unlike other modern systems, it does not support all the required needs and functionality for the organisation. This has meant smaller IT solutions have been procured over the years to fill the gaps. This in turn has led to many problems of holding data in different systems, and also a high degree of duplication of data recording. There is currently no one system that can be relied on to provide a true holistic view of property, tenant and income information.

**Core functionalities**

Our current Housing Management system covers several functionalities

* Holding master data for rents, property, customers, household and tenancy data
* Rent accounting functionality- including refunds and deposits
* The system forms the basis of the statistical Data Returns
* Tenancy management, e.g. application to succession
* Income Management- Including arrears cash collection, rent statements
* Voids Management
* Letting management
* Statement generation and other correspondence
* It is the only source of information for property history

Currently, the Housing management system cannot be relied upon as the main point of all the data, some data is duplicated, manipulated, changed and store in other system in order to perform various functions, such as service recharges and rents. This has led to a complex network of over a dozen systems, in different formats, carrying out core business processes. This has caused many issues which include inaccurate data, difficulty in accessing relevant information, and significant administration burden and failures.

In addition, many of the smaller systems are not fully integrated into our core system, resulting in different versions of the data which causes problems within and across teams. Each team maintains its own set of spreadsheets and all this information is not shared between teams. The impact of this disparate data is that there is no accurate centralised database to give a basis from which management can make critical long-term investment and planning decisions.

**Vision**

Going forward, the plan is to have a future proof, fully integrated Housing Management Solution, which will include the core functions as listed above, and integrate into our core systems such as SUN, Dynamics CRM, and a few other smaller systems in use.

The missing element of the “strategic platform” puzzle is therefore a solution that supports an RP to perform key operational activities such as mastering tenancy data, property letting, rent accounting, various statistical returns and service charges

Improved reporting and business intelligence will provide a more holistic approach to strategic planning and decision making by management. These benefits will increase our efficiency and Value for Money while supporting our corporate plan objective of creating places for people to call home.

**The Market Engagement and Procurement Process**

This is just a market engagement / Market testing with no commitment whatsoever to go in to a formal procurement process. Though One Housing Group intends to procure this software in near future through a formal competitive procurement process. Your responses will help to make sure that we are well positioned to achieve value for money and a system that best meets our needs.

As such, your feedback is very important, and we look forward to hearing your views. For the avoidance of doubt:

* **This is not part of the formal competition!**
* Whilst your responses may guide our thinking with regards to the process and specification, we confirm that they will be kept confidential.
* No information provided in response to this questionnaire will be later used by OHG in assessing providers during the formal procurement process.
* Where we think further clarification of a particular response or responses would assist in informing the process, we may seek further discussion with those potential suppliers.
* Answers to any clarification questions raised during this process may be shared with all interested providers.
* Though One Housing Group intends to go through a formal competitive procurement process to procure the Housing Management Solution in near future but the final decision of procurement/non-procurement of this software will be on One Housing Group.
* This is just a soft market testing process which intends to find out the probable number of suppliers in the market who may be interested in the procurement process.

**The Questionnaire**

1. What are the different modules you provide in your solution?

Please list the core functionality of each of these?

1. What are the key milestones on your development products road map?
2. How easy and seamlessly does the solution integrate with third-party technologies and data?
3. Have you integrated your product with Sun and/or Dynamics CRM?
4. Is your system Cloud based?
5. Does the solution offer flexibility to develop additional in house functionality, including options for access and performance reporting?
6. What finance and accounting features are built into the software?
7. What is the name of your software, which is the latest version of it and how long has it been on the market?
8. How flexible and adaptable is your solution to deal with every changing business needs in the housing environment?
9. What return on Investment (ROI) can One Housing expect if investment is made in your product?
10. What functionality does your system have with rents and service charges?
11. Company Information:

* Name of your company:
* Company Registration No:
* Complete Address with Post Code:
* Contact Person:
* Contact Number:
* Email:
* Website:

Please send the complete information to Sanjay Ojha ( Contact Number : 0208 821 4981) on his email [sojha@onehousing.co.uk](mailto:sojha@onehousing.co.uk) latest by 17:00 hrs on 12th December 2019.