Digital Outcomes and Specialists Opportunities
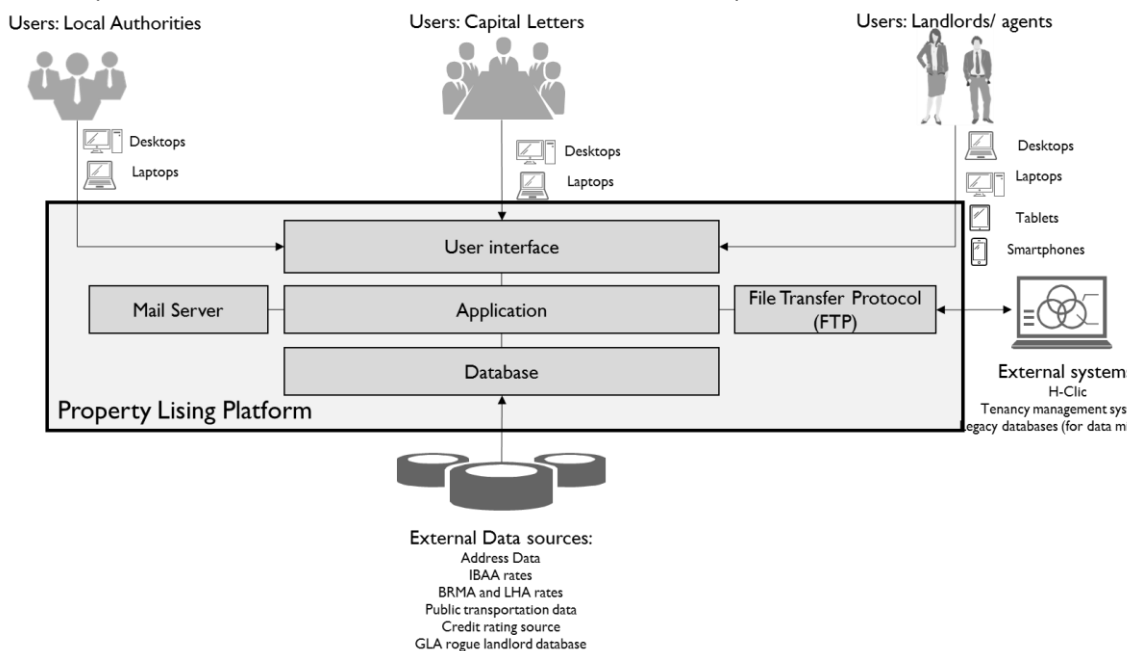
Published	Friday 9th November 2018
Deadline for asking questions	Friday 16th November 2018
Closing date for applications	Friday 23rd November 2018

Overview

Title	Provision of a pan-London platform for listing properties
Summary of the Work	It will be a singular register of accommodation that can be used to facilitate placements of homeless households by and on behalf of London boroughs. The platform will give visibility of the available accommodation for temporary and settled placements, as well as a specification of each property, to enable the identification of the most suitable accommodation to meet each applicant's and borough's need. Landlords will be able to enter property details directly onto the system and it will provide a property management and payment system that will support Capital Letters in procuring and managing accommodation.
Latest Start Date	Friday 11th January 2019
Expected Contract length	24 Months (2 x 12 month extensions subject to terms)
Location	All London Boroughs, UK
Organisation the work is for	Ealing Council on behalf of London Boroughs. To be transferred to Capital Letters on incorporation. (wholly owned by London Councils)
Budget Range	Year 1 - £100k-£140k (inclusive of development, maintenance, training, onsite visits, for the avoidance of any doubt, this includes any licence fees, penetration testing etc) Year 2+ - £20k-£25k p/a (includes any additional development, maintenance or training)

About the work

Why the work is being done	In October 2016, the London Ventures programme launched a targeted focus on homelessness, housing, and temporary accommodation to support London authorities. Local authorities are under pressure, with the number of statutorily homeless households in London, and England. The new Homelessness Reduction Act 2017 has additional duties, not just those classed as 'priority need'. In response, Housing Directors are developing a pan-London approach of temporary and Private Rented Sector (PRS) accommodation to improve preventing homelessness and fulfilling their statutory duties, developing an entity for the centralised procurement of accommodation, provisionally called Capital Letters. A platform for listing properties to use as temporary accommodation was identified, known as the Property Listing Platform (PLP). This concept was approved in October 2017, providing seed funding to develop the platform.

	PLP will be a singular register of accommodation to facilitate placements of homeless households by / on behalf of London boroughs. PLP will give visibility of available accommodation to enable identification of suitable accommodation to meet each applicant's /borough's needs.
Problem to be solved	This specification outlines the requirements for the PLP. The main purposes of developing PLP are: • Provide visibility of available properties for homeless households in real-time • Reduce local authority time spent searching for properties • Improve user experience for temporary accommodation providers and landlords • Enable centralised procurement of accommodation for homeless households across London local authorities whilst integrating with the existing local authority computer systems, avoid duplication of properties being offered to more than one authority at the same time • Eliminate competition for properties between different boroughs • To have a seamless property standards approach The specification is based on the assumption that an entity responsible for centralised procurement of properties for homeless households (hereinafter Capital Letters or CL) will hold the overall responsibility for procuring, developing, implementing, and testing the PLP. **1. Overview of the Property Listing Platform** **1.1. High-level technical scheme of the Property Listing Platform** The indicative architecture of the Property Listing Platform gives a high-level understanding of the components, data sources and flows of information to be provided. **1.2. Sizing guidance** PLP should be able to process hundreds of thousands operations (tenancy agreements) per year and contain thousands of properties: a) Fast response times are expected from PLP for all operations performed in the system, including filling in input forms, searching properties and building reports. b) No peaks or seasonal loads are expected. **1.3. Availability** The PLP may be cloud-based or on-site and provide 24/7 access for all users. **1.4. Portability** PLP should enable all users to work with the system using personal computers (Microsoft Windows as well as macOS based). PLP should also enable landlords and agents to have system

access via tablets and smartphones, either using a mobile application or mobile browser (as a minimum Internet Explorer, Safari and Google Chrome should be supported).

Mobile devices should not have access to personal data or payment details of landlords and tenants to reduce the risk of fraud and unauthorised access to them. Unless the interface encrypts and meets the GDPR requirements (possible now with information on mobile devices to check occupancy of properties)

### 1.5.	Security
PLP should have appropriate security measures to prevent unauthorised access and actions including:
a)	Role-based access control, including dividing users by groups and within LA users group – by local authorities.
b)	At least one factor (login + password), preferably – two factor authentication. There should be minimum requirements to password complexity and change frequency.

### 1.6.	Integration with other systems
PLP should be integrated with the following systems:
• *H-CLIC. H-CLIC is the central government log for keeping homelessness statistics.* PLP should export property details into H-CLIC.
• *Boroughs' property and rent management systems*. PLP should export property details into boroughs' property and rent management systems.

Integration should be either seamless or using text files of a unified format.

### 1.7.	Data protection
PLP should allow access to tenants' and individual landlords' names only to authorised users due to GDPR requirements. All others should see only reference numbers instead of real names.

### 1.8.	Audit trail
PLP should keep the history of changes and decisions made so that they could be tracked and provided to external parties. For properties, landlords and agents, tenants and tenancy agreements the information of user and time of creation, users who performed every change, and the time at which each change was made.

## 2.	System functions

The main PLP functions are presented in the diagram below. Individual landlords and agents should be approved by authorised system owners or LA users. Properties may be registered by all categories of users: system owners, LA users, landlords and agents. If a property is being registered by an agent or a landlord it needs to go through the approval procedure. If a property is procured centrally, it should be distributed to the borough using guidance generated by a specific algorithm. Tenants' details should be provided for tenancy management purposes and be available only for the authorised users who need to interact with that tenant. Searching and picking properties for tenants or to meet specific borough requirements should be assisted by filtering and sorting functionality. Property and tenancy management and support should be enabled for centralised entity (e.g. Capital Letters).
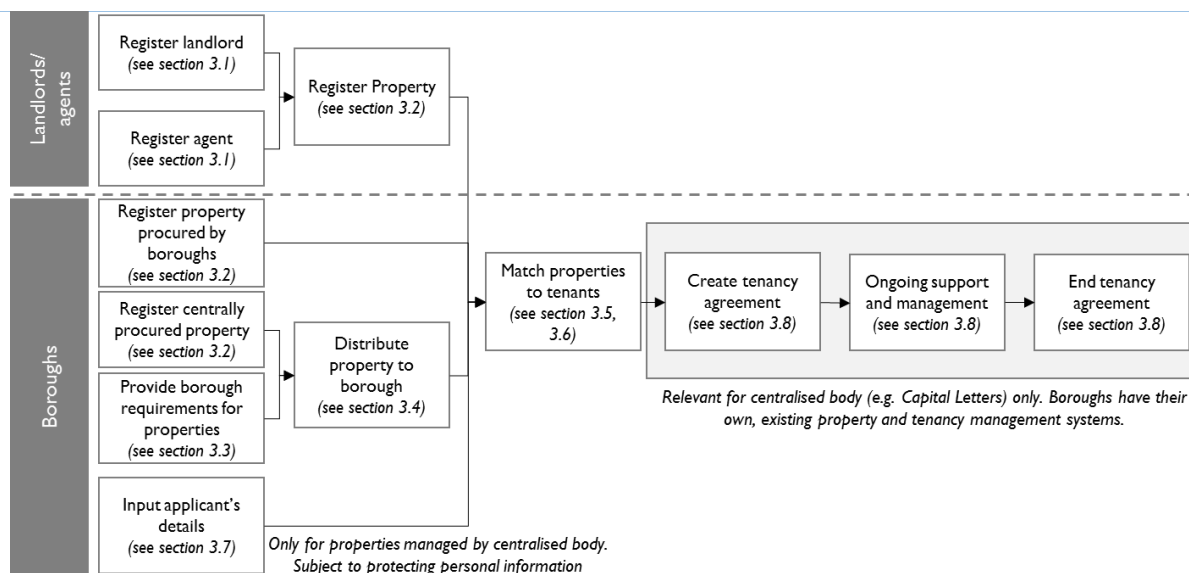
The processes are described in more detail in the following sections.

2.1. Registering landlords and agents with the system
The overall landlords and agents acceptance process is presented on a chart below
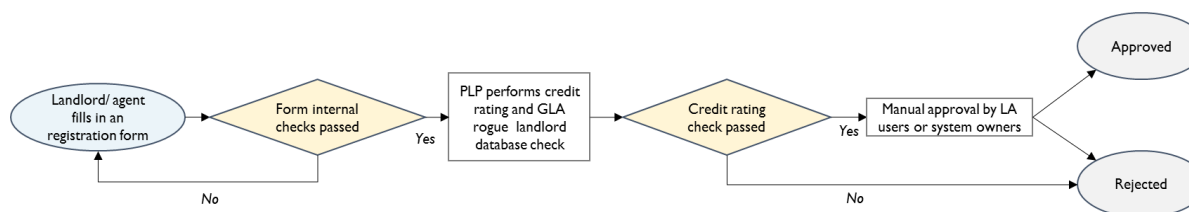
Landlords and agents should be able to provide information about themselves in the PLP, download appropriate documents and agreements (terms and conditions, etc.), upload scan copies of signed documents, photos and create registration application (adding start and end dates to any certification reviews) Be able to produce reports on any expired documents. After registration it should go to authorised system owner or LA user for approval. PLP should have an algorithm for defining which users in which case have the right to approve a landlord or agent. Authorised system owners and LA users should be able to access all the applicant's details, request changes or explanations and after that – approve or reject application. PLP provides the means of communication between system owners and boroughs on one side and property providers on the other side. PLP should enable quick notification, review and approval of user registration requests. PLP should also enable LA users and system owners to create notes to landlord and agent accounts for internal use. PLP should also contain a rating system for ranking experience of working with the landlord or agent.

To enable this function PLP should contain:
a)   Separate registration forms for landlords and agents containing all necessary attributes. It should enable input checks and return errors if they are not passed. They should include checking data type and fields match (e.g. if one field is populated, the other one should also be populated).
b)   Automatic review of the input forms. The algorithms should include checking the values of individual fields of the form (if it is equal, not equal, more, less, etc.) or their combinations. If one of the checks is not passed then either registration is declined (obligatory check) or the check is highlighted to be taken into account when making decision (non-obligatory).
c)   Automatically undertake credit rating checks as well as checks against GLA rogue landlord database. LA users or system owners responsible for approving the landlord/agent should be notified of the result of the check.

d)	Automatic notification of responsible system owners or LA users that the application is submitted. The notification should be sent immediately when the application is submitted.
e)	Interface for approval/rejection of landlords and agents by system owners and boroughs. If any non-obligatory check is not passed, it should be highlighted so that the approving user could see it. Application should be available for approval as soon as it is submitted.
f)	Interface for interacting between system owners and boroughs and landlords/agents
g)	Ability for system owners and local authority users to suspend a landlord agent's account in case of malpractice. PLP should require the reason for suspension as a mandatory field.
h)	Automatic notification of landlords/agents that they were approved or rejected as users of PLP. If any user is rejected, the user that makes that decision should have to provide a reason for rejection.
i)	Input form for making notes – auditable dates of notes name of note maker.
j)	Rating functionality allowing system owners and LA users to rank experience of working with the landlord and agent.
k)	PLP should have potential to be expanded so that it could interpret uploaded landlords' and agents' documents and fill in the forms automatically or have process that ensures compliance checking of all relevant documentation in respect of the provider's accreditation and or the property requirements e.g. gas, fire safety etc.

## 2.2.	Registering properties

The overall property acceptance process is presented on a chart below
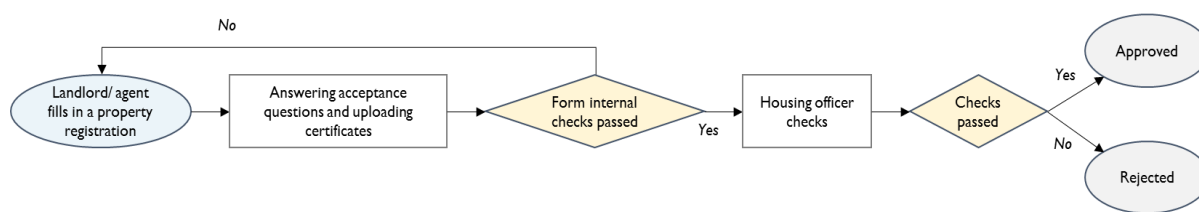
PLP should enable quick notification, review and approval of property registration requests. Landlords and agents should be able to provide information about their properties in PLP, create property registration application and to track the status of their application online. System owners and LA users should be able to access all the property details, request changes or explanations, record outcomes of housing officer checks (on-site or document-based or as a result of a property inspection) and approve or reject applications.

LA users and system owners should be able to input details of properties procured by them in PLP. No approval process for such properties is needed, but PLP should mark properties that do not comply with the minimum requirements to them set in PLP (e.g. certificates, safety questions, etc.). The marks should be visible to all LA users and system owners that have the right to see this property in PLP. If the property details are subsequently changed in compliance with such requirements, such a mark should be removed. PLP should also enable mass uploading of properties when it is started.

PLP should enable LA users and system owners to create notes to properties.

Individual landlords should be able to request help from local authorities or system owners within PLP if they have any difficulties with registering the property. The help may be requested to be provided remotely or during on-site visit. The provider of the system should indicate what training, consultation will be provided to new entries to the system (on line training, presentations, online guides to the system, individual training sessions where necessary).

To enable this function PLP should contain:
a)	Input form for properties containing all necessary attributes. The forms should be different for each type of property: Nightly Paid, Private Sector Lease, Private Rented Sector, etc.

It should enable input checks and return errors if they are not passed. They should include checking data type and fields match (e.g. if one field is populated, the other one should also be populated). The form should be available to the user that listed the property at any time for updating the data there. It should also contain a function to select the preferred borough when registering the property.

b)   Automatic checks of the input forms. The algorithm should include checking values of individual fields of the form (if it is equal, not equal, more, less, etc.) or their combinations. If one of the checks is not passed then either registration is declined (obligatory check) or the check is highlighted to be taken into account when making decision (non-obligatory).

c)   Functionality to automatically do credit rating checks and GLA rogue landlord database checks and provide the results of the check to system owners or LA users who are making decision. Any relevant criminal conviction that excludes the landlord/agent.

d)   Interface for approval/rejection of properties and interacting between system owners and boroughs and registered landlords/agents. If any non-obligatory check is not passed, it should be highlighted so that the approving user could see it. If a property is rejected, the user that makes that decision should have to provide a reason for rejection. This being recorded and available should the property be reoffered.

e)   Automatic notification of landlords/agents that changes or explanations regarding their properties are required.

f)   Interface for LA users and system owners for filling in additional details of properties input by landlords and agents.

g)   Full input registration form with all details for registering properties (the format of address to be consistent to avoid duplications e.g. use of Post Office search facility) by LA users and system owners.

h)   Functionality to upload photos of a property.

i)   Automatic notification of landlords/agents that their properties are registered in PLP.

j)   Functionality to show the properties only to preferred borough if indicated. The preferred borough attribute should be removed after a certain period of time passed after property registration.

k)   Interface for recalling approval from properties (e.g. in case they do not satisfy system owner or borough's requirements anymore). In this case the property gets "Disapproved" status and is not visible for any user except for the landlord or agent who registered it, the system owner, and the borough that has recalled the approval (where applicable).

l)   Functionality to monitor the validity of relevant certificates and highlight properties with expired certificates. Including a standard report available to each borough/CL to monitor compliance or suspend payment for non compliance.

m)   Tools for mass uploading properties to get existing borough properties and groups of properties from agents and portfolio landlords into PLP. It should be able to upload data from flat files of a defined format which should be produced by existing systems. Any upload to allow additional information to be easily added as necessary. With published timescales for any additional documentation required as a result of using the system (e.g. certificates uploaded)

n)   Input form for making notes to properties.

o)   Input form allowing individual landlords to request assistance in registering the property. It should enable them to submit written request specifying the problem, request a call back and provide contact details (e-mail and telephone number) of a person who could assist them.

p)   PLP should have potential to be expanded so that it could interpret uploaded property documents and fill in the forms automatically. The contract negotiated will therefore state whether (and how many) further product developments will be included as part of the procurement, and the cost of any further developments.

2.3.   Placing requests for centrally procured properties

PLP should allow authorised LA users to input and change information about the amount of centrally procured properties required by each borough by types and number of bedrooms, including urgent needs.

To enable this function PLP should contain input form for authorised LA users where they will be able to enter their requests for any types and sizes of properties. It should enable input checks and return errors if they are not passed. They should include checking data type and fields match (e.g. if one field is populated, the other one should also be populated). The form should be available to the authorised LA users at any time for updating the data there.

2.4. Distributing centrally procured properties to boroughs

The proposed approach given below is based on the London Councils Feasibility Study on collaborative procurement. However it is subject to further development and change.

PLP should contain an algorithm of distributing centrally procured properties to boroughs based on the following data:
• Number of properties procured by staff transferred or seconded to centralised entity from each borough
• Number of properties a borough is eligible for
• Percentage of the centrally procured properties, allocated and accepted (taken on) by each borough to the total amount they are eligible for (target completion)
• Average target completion
• Journey (in minutes) from borough to the property

PLP should calculate the number of centrally procured properties that boroughs are eligible for based on how many properties the staff transferred/ seconded to Capital Letters procured last year plus a share of the properties procured above the previous year numbers.

PLP should calculate the percentage of the centrally procured properties, allocated and accepted (taken on) by each borough to the total amount they are eligible for and the average (target completion).

PLP should support priority distribution of centrally procured properties for boroughs taking into account the distance from each borough and the target completion against the average. The exact algorithm of distributing centrally procured properties to boroughs will be developed later. The algorithm should also contain provisions for calculating the number of eligible properties and distributing properties for the boroughs that subsequently join Capital Letters.

System owners should be able to manually override the automatic distribution.

To enable this function PLP should contain:
a)   Input form for system owners to manually enter information about properties procured by the staff seconded to the central procuring entity, with a breakdown by boroughs and sizes of properties
b)   Automatic algorithm for marking properties as centrally procured based on who registered the property. It should be possible to manually override this algorithm.
c)   Calculation of the amount of properties that each borough is eligible to (by sizes) based on the number of properties procured by staff transferred or seconded and actual number of properties procured. The exact algorithm will be specified later.
d)   Calculation of the target completion for each borough, an index showing the proportion of centrally procured properties that were distributed to the borough to the properties to the total amount of properties that a borough is eligible to. PLP should also contain functionality to calculate the average target completion.
e)   Estimating the journey from each borough to the property by public transportation (in minutes)
f)   PLP should automatically distribute properties to boroughs based on
• Number and type of properties procured by transferred or seconded staff for each borough
• Target completion for each borough and average target completion
• Number of properties a borough is eligible for

• Journey (in minutes) from borough to the property

2.5.   Searching properties available in PLP

PLP should allow any user to see all the properties he/she is authorised to, as a list. PLP should also contain functionality to sort (from A to Z, from smallest to largest, etc.) and filter properties listed in PLP by certain criteria. Filtering should be enabled by one or multiple values of one or multiple criteria.

Criteria should include:
• Status: Free/taken/occupied
• Type of property: NPA, Lease, PRS, etc.
• Price per day, week and month (from… to…)
• Location (borough)
• Location (BRMA)
• Maximum IBAA rate or Maximum IBAA landlord incentive, whichever is applicable
• Owner
• Agent
• Number of bedrooms / person size
• Passed compliance checks? (yes/no)
• Floor level
• Level access/suitability for wheelchair access
• Garden
• Parking (disability parking)
• This list is not limited so needs to be flexible enough to change/add to.

Ability to calculate public transport time between the property and a place of work or school is desired but not essential for PLP. It requires enabling users to select any property (by address or post code), calculate the distance from any other relevant location, and enable users to sort and filter properties by that parameter.

PLP should be able to determine which Broad Rental Market Area the property is in, and both the current Local Housing Allowance payable (based on the number of bedrooms) and 90% of the January 2011 Local Housing Allowance/or any amendment of this required.

PLP should calculate the maximum IBAA rate or landlord incentive payable, based on the type of property, the borough and the BRMA.

PLP should allow users to search properties by post code (full or partial), address or property reference.
PLP should enable drill-down to any property selected to see all the details.

2.6.   Taking on properties by boroughs

PLP should contain interface for LA users and system owners to take on accommodation based on what is required to accommodate individuals/families applied for TA. When taking on the property, authorised system owners or LA users should be able to create an agreement with the landlord.

To enable this function PLP should contain:
a)   Interface for taking on properties by LA users and system owners
b)   Interface for releasing taken properties
c)   Priority for boroughs in case if agent or landlord prefers to work with specific borough and removing priority if the borough does not take on the property within a specific time period.

2.7.   Keeping tenants' details and history

PLP should contain tenants' details for the purposes of tenancy management, for properties managed by Capital Letters or other centralised entity. Their personal data should be kept in compliance with GDPR. If a property is managed by the centralised entity PLP should enable system owners and LA users to enter and change tenants' data. Details of each tenant should be available only for users from one LA, the one that is responsible for accommodating that individual or family. It could be either the borough that has nominated the tenant to a property held or managed by the centralised entity or by system owners.

To enable this function PLP should contain an input form for system owners and LA users to enter information about tenants and their households with all relevant fields to populate. It should be available to see and correct for system owners and one of LA boroughs, which is responsible for placing the tenants. All other users should not have access to tenants' names. Using reference codes is acceptable if needed.

If a tenant has criminal convictions, their record should be highlighted for authorised users in a visible way.

2.8.   Performing property and tenancy management
When a property is let to the tenant, authorised LA users and system owners (depending on who manages the property) should be able to create a tenancy agreement. They should have access to it for required changes. If the property is managed by a borough then a reduced tenant agreement should be created, indicating start and end dates and rent agreed. If it is managed by a centralised entity then a full tenancy agreement should be created.

PLP should enable performing property, tenancy and rent management for Capital Letters. This function should apply only for the properties that are managed by this entity. PLP does not need to perform property, tenancy and rent management for operations managed by boroughs as they already have IT systems for that purpose. There will need to be means to record that the management is being undertaken by the LA and any issues raised can be recorded as dealt with by the LA where necessary.

PLP should also calculate process and monitor payments in regard of each property between:
• Capital Letters and boroughs
• Capital Letters and agents/landlords
• Capital Letters and tenants

To enable this function PLP should contain:
a)   Functionality to calculate and process Local Housing Allowance and 90% of Local Housing Allowance in 2011 for the property based on the BRMA and size of the property (see above in case this changes)
b)   Functionality to calculate amounts due from boroughs and Capital Letters (and vice versa). Based on London Councils Feasibility Study on collaborative procurement and suggestions it should be based on who has procured and who is managing the property, the agreed rent and Local Housing Allowance
c)   Calculate and process rent payments to landlords and agents based on agreed rent, periodicity and any deductions applicable or suspension
d)   Monitoring of receiving Housing Benefits the tenant is eligible for (if CL are collecting the rent will need full rent account system for recording all payments).
e)   Alerting payer and payee of overdue payments (provision of rent account statements on line for tenants)
f)   Functionality for landlords and agents to report issues to system owners and local authorities users managing the property (tenant issues, repairs required, etc.). System owners and local authority users should be able to respond these issues so that the landlord or agent is notified of the response.

From the IT architecture perspective this functionality could be either included into the PLP solution or be implemented as a separate solution integrated with the PLP solution to perform the functions required.

2.9.   Showing alerts to users

PLP should be able to automatically send notifications to users' e-mails.

PLP should notify users (but have option to switch off as required) in the following instances:

No	Who should be notified	Triggering event	Information sent in the notification
1	Landlords and agents	Their registration request is approved	
2	Responsible system owners and LA users	New user registration needs to be considered	
3	Landlords and agents	Registration request is rejected.	The fact that the request is rejected and the reason for rejection.
4	Landlords and agents	Additional information for user registration is required.	What information needs to be provided
5	Landlords and agents	Account is suspended	Reason for suspension
6	Responsible system owners and LA users	Additional information provided by user	
7	Landlords and agents	Additional repair or maintenance work required	What work is required and due date
8	Responsible system owners and LA users	Additional repair or maintenance work completed	
9	Responsible system owners and LA users	An issue in regard of a tenant or property raised by the property provider	Reference or address of property, name of property provider, description provided by property provider
10	Property provider	Reported issue addressed	Reference or address of property, response from system owners or local authority users
11	Property provider (Landlord/agent)	Their property is approved for registration	
12	Property provider	Additional information for property registration is required.	What information needs to be provided
13	Responsible system owners and LA users	Additional information provided by property provider	
14	Property provider	Credit rating check is failed	
15	Property provider	Registration request is rejected	The fact that the request is rejected and the reason for rejection
16	Property provider, authorised LA users or system owners	One of certificates is expiring (may be several notifications before expiry date)	The certificate that is expiring and its end date
17	Property provider, authorised LA users or system owners	One of certificates is expired	The certificate expired

18	Responsible system owners and LA users managing the property	The landlord or agent has updated the details of the property that has been previously approved	Reference or address of property, list of fields updated
19	Property provider (landlord or agent)	His/her PLS property becomes void	The property becoming void, date of becoming void, expected date of hosting a next tenant
20	Property provider (landlord or agent)	His/her PLS property becomes occupied	The property becoming occupied, start date of hosting a next tenant
21	Authorised LA users	A centrally procured property is distributed to borough	
22	Responsible system owners and LA users	If nightly-paid accommodation is procured above the limit	Reference or address of property, name of borough, agreed rent
23	Payer and/or payee (if any of them is user of PLP)	A payment is overdue	Purpose and amount of payment, due date

3. Data requirements

3.1. Data structure
The main data objects will contain information as presented in the tables below.

3.1.1. Borough

Attributes	Obligatory	Data type	Users providing information	Description (if relevant)
ID	Yes	Text	System owners	
Name	Yes	Text	System owners	
BRMA	Yes	Text	System owners	
Properties procured by seconded or transferred staff for the previous year	Yes	Number	System owners	
Properties taken on by the borough in the current year	Yes	Number	Counter	
Centrally procured properties that borough is entitled to	Yes	Number	Calculated, can be manually overridden by authorised system owners	E.g. properties procured by st seconded to Capital Letters group the previous year plus a percentage additionally procured properties. T specific algorithm is to be agreed dur implementation.
Target completion	Yes	Number	Calculated	Properties taken on for the current ye / Properties the borough is entitled t
Is a borough entitled to priority right of accepting properties	Yes	Yes/No	Calculated	E.g. yes, if is 10% behind the avera target completion ratio and I otherwise. The specific algorithm is be agreed during implementation.
Record of any landlord/address refused and reason				

3.1.2. Landlord

Attributes	Obligatory	Data type	Users providing information	Description (if relevant)
General details				
ID	Yes	Text	System owners	
Type	Yes	Choice from list	Landlord	Individual or organisation
Status	Yes	Choice from list	Active, awaiting registration, suspended	
Name	Yes	Text	Landlord	
E-mail	Yes	Text	Landlord	
Home phone number	No	Text	Landlord	
Mobile phone number	No	Text	Landlord	
Credit rating check passed	Yes	Yes/no	Calculated automatically	
Accredited Landlord	Yes	Choice from list	Authorised system owners / LA users	Yes/No
Notes	No	Text (multiple fields)	Authorised system owners / LA users	LA users' and system own comments on the landlord
Average rating	Yes	Calculated		Average rating of the landlord's not
Details (for individuals)				
Notes from GLA rogue landlord database	Yes	Text	Automatically	None or description
Details (for organisations)				
Registered address	Yes	Text	Landlord	
Company number and Name	Yes	Text	Landlord	
Directors	Yes	Text	Landlord	

3.1.3. Agent

Attributes	Obligatory	Data type	Users providing information	Description (if relevant)
Name	Yes	Text	Agent	
Status	Yes	Choice from list	Active, awaiting registration, suspended	
Registered address	Yes	Text	Agent	

Company number and company name	Yes	Text	Agent	
Directors	Yes	Text	Agent	
Contact details	Yes	Text	Agent	Phone number, e-mail, address, etc.
Notes	No	Text	Authorised system owners / LA users	LA users' and system owners' comments on the agent
Average rating	Yes	Calculated		Average rating of the agent's notes

Process for ensuring we are dealing with the correct company via a separate documented process for any changes to company details to avoid payments going to the wrong company.

3.1.4. Property

Attributes	Obligatory	Data type	Users providing information	Description (if relevant)
Property reference	Yes	Text	System owners	
Status	Yes	Text	System owners/ LA users	Initial, Approved, Rejec Disapproved
Occupancy	Yes	Choice from list	Authorised system owners / LA users	Free, Taken, Occupied
Date available	No	Date	User filling in the property	
Address	Yes	Text	Landlord/agent filling in the property	
Postcode	Yes	Text	Landlord/agent filling in the property	
Property size	Yes	Choice from list	Landlord/agent filling in the property	Room, Studio, 1-bedroom flat, etc.
Bed spaces	Yes	Number	Landlord/agent filling in the property	
Is kitchen open planned?	Yes	Choice from list	Landlord/agent filling in the property	Yes/No
Is lounge open planned	Yes	Choice from list	Landlord/agent filling in the property	Yes/No
Permitted number of occupants	Yes	Text	System owners/ LA users	
Type of property	Yes	Choice from list	Landlord/agent filling in the property	house, flat, duplex flat, etc.
Floor level	Yes	Text	Landlord/agent filling in the property	
Number of floors within property	Yes	Number	Landlord/agent filling in the property	
Wheelchair access	Yes	Text	Landlord/agent filling in the property	None or description
Lift	Yes	Choice from list	Landlord/agent filling in the property	Yes/No

HHSRS hazards	No	Text	Landlord/agent filling in the property	None or description
Flood risk assessment	No	Text	Landlord/agent filling in the property	None or description
Fire risk assessment	No	Text	Landlord/agent filling in the property	None or description
Level of furnishing and equipment	Yes	Text	Landlord/agent filling in the property	
Type of heating	Yes	Choice from list	Landlord/agent filling in the property	
Gas supply connection	Yes	Choice from list	Landlord/agent filling in the property	Yes/No
Borough	Yes	Choice from list	Landlord/agent filling in the property	Linked with Borough list
Borough that instigated procurement	No	Choice from list	Authorised system owners / LA users	Linked with Borough list
BRMA	Yes	Choice from list	Landlord/agent filling in the property	
Property provider	Yes	Text	Filled in automatically	User who registered the property
Procured by	Yes	Text	Authorised system owners / LA users	
Date procured	No	Date	Filled in automatically	Date when status "Occupied" was set
Date handed back	No	Date	Authorised system owners / LA users	
Tenant	No	Text	Authorised system owners / LA users	Depends on who manages the property
Type of temporary accommodation	Yes	Choice from list	Landlord/agent filling in the property	NPA, PSL, PRS, Borough-owned
Gas Safety Certificate	No	File	Landlord/agent filling in the property	Field for uploading document scan
Date of gas safety certificate expiry	No	Date	Landlord/agent filling in the property	
NICEIC certificate	No	File	Landlord/agent filling in the property	Field for uploading document scan
Date of NICEIC certificate expiry	No	Date	Landlord/agent filling in the property	
Energy Performance Certificate	No	File	Landlord/agent filling in the property	Field for uploading document scan
Energy efficiency rating	Yes	Choice from list	Landlord/agent filling in the property	A-G
Date of energy performance certificate expiry	No	Date	Landlord/agent filling in the property	
Photos	No	File	Landlord/agent filling in the property	Photos of the property uploaded
Rent requested	Yes	Number (£)	Landlord/agent filling in the property	

Rent calculation period	Yes	Choice from list	Landlord/agent filling in the property	Day, Week, Month, Year
Length of rent requested	Yes	Date range	Landlord/agent filling in the property	
Rent agreed	Yes	Number (£)	Authorised system owners / LA users	
Transferred to Universal Credit scheme	Yes	Yes/no	Landlord/agent filling in the property	
LHA rate	Yes	Number (£)	Authorised system owners / LA users	
Repair and maintenance work needed	No	Text	Authorised system owners / LA users	Description of what needs to be done by the landlord to get the property registered or avoid delisting
Work due date	No	Date	Authorised system owners / LA users	Should be blocked for input if the field "Repair and maintenance work needed" is empty
Notes	No	Text	Authorised system owners / LA users	LA users' and system owners' comments on the landlord

3.1.5. Tenant (only for properties managed by central entity, e.g. Capital Letters)

Attributes	Obligatory	Data type	Users providing information	Description (if relevant)
ID	Yes	Text	System owners	
Full name	Yes	Text	System owners	
Borough	Yes	Choice from list	System owners	
Household size and composition	Yes	Text	System owners	
Occupancy	Yes	Choice from list	System owners	Working/Not working
Status of the letting under the homelessness legislation	Yes	Choice from list	System owners	Temporary Accommodation, PR Part 6 social housing, Homeless Prevention
Homelessness Duty under which the person is being accommodated	Yes	Text	System owners	
Notes	No	Text	Authorised system owners / LA users	LA users' and system own comments on the landlord
Criminal Convictions	No	Text	Authorised system owners / LA users	None or description

3.1.6. Tenancy agreement

Attributes	Obligatory	Data type	Users providing information	Description (if relevant)
ID	Yes	Text	System owners	

Status	Yes	Choice from list	System owners	Active or inactive
Tenant	No	Text	System owners	Linked with Tenant list
Property provider	Yes	Text	System owners	Linked with Landlord and Agent lists
Signed by landlord/ agent	Yes	Yes/ No	Landlord/agent filling in the property	
Type of landlord for the tenant	Yes	Choice from list	System owners	Local Authority, Centralised Entity (e.g. Capital Letters), Registered Provider, Private Individual, Private Company
Type of tenancy	Yes	Choice from list	System owners	Shorthold tenancy, a licence, a non-secure tenancy
Borough	Yes	Choice from list	System owners	Centralised Entity or name of borough
Property	Yes	Text	System owners	Linked with Property list
Start date	Yes	Date	System owners	
End date (expected)	No	Date	System owners	
End date (actual)	No	Date	System owners	
Reason for termination	No	Text	System owners	Description
Who collects the rent	Yes	Choice from list	System owners	Centralised Entity, Borough [Name], Property Provider
Who manages the property	No	Choice from list	System owners	Centralised Entity, Borough [Name], Agent, Landlord
Financial details				
Agreed rent	Y	Number (£)	System owners	
Rent being charged to tenant	Yes	Number (£)	System owners	
DHP payment	No	Number (£)	System owners	
Landlord incentive being paid	No	Number (£)	System owners	
Universal Credit a person is eligible for	Yes	Number (£)	Calculated	Calculated based on tenant's and property details. Visible only for authorised system owners and LA users.
Housing Benefit a person is eligible for	Yes	Number (£)	Calculated	Calculated based on tenant's details and LHA. Visible only for authorised system owners and LA users.

3.2. Reports

3.2.1. Providing dashboards and reports for landlords and agents
PLP should contain the reports for accommodation providers (landlords and agents). Each landlord and agent should be able to see:
a) All properties in PLP with their characteristics registered by him
b) Agreed rent for each of the properties
c) Dates of start and expected end of tenancy agreement

Landlords and agents should be able to view the PLP letting history for any or all their properties. The report should contain all tenancy agreements for the selected properties with their details, including agreed rent, start and end date for each.

The number of reports for landlords and agents will not exceed 10. The exact format of reports will be specified during implementation.

Landlords should also receive the following reports via PLP:
• Monthly statement (monthly)
• Maintenance work performed and all deductions from rent agreed (monthly)
• Property inspection report (quarterly)
• Repair and maintenance work needed (if any)

3.2.2. Providing dashboards and reports for boroughs and system owners

PLP should be able to generate reports for LA users and system owners. They should have the same set of reports, but system owners will have access to all information in PLP, while LA users – only to available properties and information regarding tenants and properties belonging to their boroughs.

PLP should contain search functionality that should enable authorised LA users and system owners to search the system to find landlords, agents and properties providing their names, addresses, post codes or references (partial or full).

PLP should have a number of formatted reports for LA users and system owners. They should contain at least the following information:
a)   All free properties available in PLP at the moment
b)   Number and percentage of centrally managed properties
c)   Number of centrally procured properties
d)   Cost of temporary accommodation by sizes and types of properties
e)   Service charge levels
f)   Number of properties and spend by accommodation type (nightly-paid, private sector lease, private rented, etc.)
g)   Number and list of NPA properties paid above the agreed cap
h)   Number of properties procured or distributed to a borough within and outside of that borough.
i)   All occupied properties by boroughs with their details, including the borough that has accommodated tenants to each property.
j)   Total spend on temporary accommodation
k)   Reports showing performance by users (number of properties, etc.) and target completion (if relevant)
l)   IBAA reporting pack (currently prepared in CarePlace)

The total number of formatted reports for system owners and LA users will not exceed 60. The exact format of reports will be specified during implementation.

PLP should also contain a dashboard with key indicators for system owners and LA users. The list of them will also be specified during implementation

PLP should enable system owners and LA users to create flexible reports by picking fields required and thus creating bespoke reports. PLP should also be able to automatically generate a pre-set list of reports and send it at a certain time and periodicity to the pre-set list of e-mail addresses.

Who the users are and what	Users working with the system will be divided into the following categories: a) Owners of the system The Capital Letters entity will be the system owners. Users of this category will be responsible for the overall development, integration, modification, operation and maintenance of PLP. They will

they need to do	oversee and act as subject matter experts during the development and implementation phase and manage the system after go-live. Their functions include providing and restricting access to PLP for local authority (LA) and other users, managing its functionality, submitting change requests. Within PLP they should be able to: • execute centralised procurement (in line with agreed criteria as recorded on a mobile device for verification and which forms part of the information database of the system) of properties and register them in PLP – be able to send out global message if specific requirement e.g. disabled access • distribute properties to boroughs and immediately have this flagged as allocated to avoid duplicated efforts • change requirements (approve, decline or request additional details regarding properties, landlords and agents – this should be covered off in the acceptance criteria) • Change acceptance criteria • Enter and change tenancy agreements, including status (active/inactive), start and end dates, rent/fee agreed, etc. • Maintain tenancy and property management including calculating and processing rent payments and recording repairs made [property management including a facility to record property inspections (mobile device integration), all tenancy actions (occupancy checks/tenancy audits; ASB; Freeholder issues; disrepair claims; possession action (ability to record all stages allowing access to officers/lawyers to record action being taken etc.) • Have a way of recording and responding to issues raised by property providers and report showing if this is being achieved • see all registered properties, perform search of properties with specific characteristics • Be able to communicate through the system with providers for an auditable record of any conversations about the property (thus avoiding duplication through emails) • perform property and tenancy management • Have the ability to create reports and upload to a dashboard for system owners • Have standard reports available from go live on dashboard • Have ability to restrict access to reports as required • Report software bugs and malfunction to support team with contractual obligation to fix within agreed timescales. • All areas to have an auditable history of additions and deletions throughout • Back up- contingency system • Ability to access system from any location b) Local authority users Users of this category will be LA employees responsible for providing temporary and other accommodation to households who are homeless or at risk of homelessness. They should be able to: • register properties procured by them in PLP • submit their needs for centrally procured properties • approve or decline properties, landlords and agents in their boroughs (there should be agreed criteria for acceptance generally and agreed for all boroughs) • see all registered properties, perform search of properties with specific characteristics • respond issues raised by property providers – see above • create reports and see the dashboard for boroughs – see above • nominate tenants to properties which are held and/or managed centrally (agreed criteria for nominated tenants e.g. support need and who provides) • report software bugs and malfunction to support team – see above • interface with authority systems (case reference – tracking of decision) • interface with H-CLIC c) Providers of accommodation These are landlords and agents that are willing to offer their properties for the use of households nominated by local authorities. They should be able to:

	• register themselves in PLP and accept the contract terms • register their properties in PLP accepting the agreed specification • see details of their properties in PLP • report issues to system owners and/or local authority users (in case they manage the property), including tenant issues and repairs required • create reports and see the dashboards for landlords and agents • be able to see payments made, due, suspended etc. • report software bugs and malfunction to support team If the system is on-site there should be system administration and technical support roles to maintain the working of the system and implement user change requests. d) Development of system to meet evolving needs The system to be flexible and able to be developed to meet the needs of the contract arrangements in operation.
Early market engagement	Soft market Testing has been carried out, the feedback was fed back into the specification.
Any work that's already been done	The technical specification was initially developed with the input of local authority housing and technical expertise. Soft Market Testing was carried out with six companies, and their feedback has fed into the finalised technical specification. No work towards the development of the system has been carried out.
Existing team	No Existing Digital Team is in place. However there is a Project Team staffed by London Councils and other support organisations.
Current phase	BETA

Work Setup

Address where the work will take place	Most of the work will be carried out remotely, aside from training for users and super users, which will occur onsite in London.
Working arrangements	We would expect an initial face-to-face session either at London Council's office or the supplier's offices when the project starts but it is expected that the majority of work will be carried out remotely with regular engagement, communications and reporting to an IT Sub-Group of Capital Letters. Further face to face meetings maybe required during the project.
Security clearance	BPSS clearance will be required dependant on level of data individuals have access too

Additional information

Additional terms and conditions	Assignment and Novation X.1 The Supplier shall not assign, novate or otherwise dispose of or create any trust in relation to any or all of its rights, obligations or liabilities under this Call Off Agreement without the prior written consent of the Buyer. X.2 The Buyer may at its discretion assign, novate or otherwise dispose of any or all of its rights, obligations and liabilities under this Call-Off Agreement and/or any associated licences to: (a) any Contracting Authority; or

	(b) to a body other than a Contracting Authority (including any private sector body) which performs any of the functions that previously had been performed by the Buyer, and the Supplier shall, at the Buyer's request, enter into a novation agreement in such form as the Buyer shall reasonably specify in order to enable the Buyer to exercise its rights pursuant to this Clause X.2. Contracting Authority means any contracting authority as defined in Regulation 3 of the Public Contracts Regulations 2006/5, and "Contracting Authorities" shall be construed accordingly;

Skills and experience
Buyers will use the essential and nice-to-have skills and experience to help them evaluate suppliers' technical competence.

Essential skills and experience	1. Proven experience of creating a system that provides extractable data that can be exported to other systems 2. Experience of creating a system that is flexible enough to allow future development 3. Experience of working with and delivering integration solutions and standards between multiple digital tools, systems and interfaces 4. Experience of having delivered user-centred web-design 5. Experience of having delivered data management frameworks, including practical strategies and policies, for the management of data – its use and quality 6. Show experience of being successfully assessed against the governments Digital Service Standard (https://www.gov.uk/service-manual/service-standard) 7. Demonstrable experience and track record of providing cloud-based hosting and support services for digital products. 8. Demonstrable experience and track record of designing and building database solutions 9. Demonstrate value for money achieved on a similar project, where the project delivery was completed in a timely and economical way under significant time pressure 10. Experience of non-functional requirements and experience of building these into a digital project such as usability, security, accessibility, availability, scalability and compatibility
Nice-to-have skills and experience	• Provide evidence of delivering similar types of projects of a similar size and complexity • Demonstrable experience building a successfully implemented property and financial system • Experience of working for a Government department • Demonstrate understanding/ability to deliver digital products/services to government Digital Service standards • Demonstrate ability to train non-technical users to use a system effectively • Demonstrable ability to implementation/data migration plans that meet a project management methodology standard e.g. PRINCE2? • Have experience of working with local authority and understanding of homelessness/TA

How suppliers will be evaluated

How many suppliers to evaluate	6
Proposal criteria	• Approach and methodology • The technical solution • How the approach or solution meets user needs • How the approach or solution meets our business needs • Estimated time-frames for the work • Delivered to target • How you've identified risks and dependencies and your approaches to manage them • Number of development days required

	• Data protection provision • Data to be available for export in a widely compatible format for use by member boroughs • Ensuring that new versions of system and web portal will have a suitable lifespan before more updates or rewrites are needed • Value for Money
Cultural fit criteria	1. Demonstration of long term commitment to projects 2. Be transparent and collaborative when making decisions 3. Understand stakeholder engagement with Capital Letters and boroughs 4. Can adapt your solutions to meet the needs of the project 5. Ensure policies and procedures are followed by all staff members, including confidentiality of data, safe working, equality and diversity etc.
Payment approach	£50k to be paid when contract mobilisation plan is agreed. Quarterly payments through remaining years of project, decreasing in quantity after year one up to the maximum value of the contract.
Assessment methods	• Written proposal • Work history • Reference • Presentation
Evaluation weighting	Technical competence 65% Price 25% Cultural fit 10%

Questions asked by suppliers