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Planning

Income Collection Platform

FUTURES HOUSING GROUP LIMITED

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-034452

Procurement identifier (OCID): ocds-h6vhtk-0551e7

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Scope

Reference

FHG_2025P053

Description

Income collection tool, to reduce rent arrears and maximise customer contact, by focusing resources.

We are looking for a solution designed to enhance our arrears management processes. This tool will leverage advanced technologies to provide a comprehensive view of customer debt and tenancy types, while also utilising AI and machine learning to optimise caseload management.

The solution will need to:

1. Engage customers most in need through risk-base prioritisation.
2. Provide a consolidated view of all debt and tenancy types, including CTA, FTA, Sub

Accounts, Leasehold, etc.

3. Utilise AI and machine learning to learn from officer and customer behaviours, creating an accurate caseload of customers requiring support.
4. Deliver personalised messages via the preferred contact method, with the right message at the right time through intelligent automation.
5. Support officers with "Outcome Impact" to inform future decision-making based on previous successful interventions.
6. Consolidate all relevant information with notes, payments, and case history on a single screen, plus quick search functionality for officers' convenience.
7. Drive positive actions and outcomes through the use of behavioural science and nudge theory.
8. Empower officers on the go and enhance productivity with a mobile responsive solution.

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- 3 years

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

23 July 2025

Engagement process description

We are looking to see what software is available in the market place specifically for the collection of rent arrears.

Deadline:23.07.2025

Please contact procurementteam@futureshg.co.uk

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Contracting authority

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- Public Procurement Organisation Number: PCBW-2691-JZJL

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Region: UKF22 - Leicestershire CC and Rutland

Organisation type: Public authority - sub-central government