

GMCA 1300 Retrofit Portal Redevelopment

I.D.: 106705352

Vrsta ugovora	Service Contract	Datum objave	09/12/24
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Vrsta objave:	Tender (all procedures)	CPV kodovi	48000000
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Opis: As we prepare for retrofit devolution funding (see Greater Manchester strikes trailblazing new devolution deal - "New era for English devolution" - Greater Manchester Combined Authority), our current digital retrofit portal (GMCA Retrofit Portal - Feel the Benefit) needs significant enhancements to improve user experience and accessibility. The goal is to provide comprehensive pathways that cater to various user needs, whether they are seeking grant eligibility, researching technologies, impartial property assessments, or trusted installers of specific low carbon technologies (LCTs). GMCA is seeking a supplier to redevelop our existing Portal to: - Enhance the user interface and experience. - Provide clear and accessible pathways for all users, including administrators of the portal. - Integrate new offerings for LCTs, which will be developed and delivered through procured suppliers. - Create a flexible infrastructure to easily build in new, emerging grant schemes, such as the devolved delivery of Warm Homes Social Housing Fund and Local Grant, and changes to existing grant scheme eligibility requirements. - Allow users the option to easily integrate their own Customer Relationship Management (CRM) systems with the portal using APIs and a data export functionality, to reduce duplication of work, and make it easier to track, share and collect data. - Include the functionality to evaluate performance post retrofit installation We expect that the grant scheme criteria, pathways and new offerings for LCTs will reflect a dynamic process. Through our current delivery using the Portal we are constantly making small improvements to the customer journey and expect that this will carry on once the initial redevelopment phase has been completed and we are delivering through the devolution funding. We would like the redevelopment to allow updates and changes to the Portal to be made quickly and easily and are open to an overhaul compared to the original purpose for the way the Portal was built (specifically delivery of the ECO4 LA Flex grant scheme). The portal redevelopment, aiming to improve visibility and access to specific technologies, is envisaged to be centred around changes to the landing page, giving three options to "Check for everything", "I want an impartial property options assessment" or "I know what I want", from which the new offerings would span from.