

## Annex 1

Manage arrears for non-secure rent accounts, major works and service charges					
Supplier					
<b>Essential skills and experience</b>	Have experience of working to the GDS service design manual	5	3	5	5
	Have built a service that has passed a Government Digital Service standard assessment	5	4	5	5
	Combine user research, service design and developer expertise	5	2	4	5
	Ruby on Rails (NT)	5	2	4	4
	Have experience designing services for a wide range of digital skills and confidence (NT)	4	3	4	4
	Ability to support development of REST APIs to Hackney's standards (NT)	5	4	5	4
	Experience of developing design patterns that can be re-used for other services (NT)	5	4	5	5
	Experience of using analytics and user research to prioritise a backlog of improvements	5	3	4	5
	Experience integrating with gov.uk Notify API	5	4	5	4
	Experience of containerisation using Heroku / AWS (NT)	5	4	5	5
	Experience using Github	5	4	5	5
	<b>Nice-to-have skills and experience</b>	Be prepared to share risk and/or reward with the council if the service is attractive to other authorities	5	2	4
Provide opportunities for people seeking ways into work in Hackney (eg through an apprentice working on the project)		5	2	5	5
Experience of working with Dynamics 365		5	2	5	0
Have experience working with social housing providers		4	2	5	5
Have experience working with Civica's Universal Housing product		3	0	3	5
<b>Totals</b>			76	45	73