

**An tÚdarás Rialála Comhlachtaí
Tithíochta Ceadaithe**

Approved Housing Bodies
Regulatory Authority



Appendix 1: Requirements and Specifications

**Re: Request for Tenders for the provision of the Development,
Implementation and Support of a Regulatory Information and Data
Management System to AHBRA**

Executive Summary

The Approved Housing Bodies Regulatory Authority (AHBRA) is the independent statutory body responsible for the regulation of Approved Housing Bodies (AHBs) in Ireland. AHBRA oversees the registration of AHBs and monitors their ongoing compliance with regulatory standards relating to the management of social housing assets. Through these functions, AHBRA plays an important role in supporting confidence in the AHB sector and ensuring that AHBs operate in a transparent, accountable and financially sustainable manner.

The AHB sector has experienced considerable growth in recent years, and further significant growth is planned. This growth will provide vital housing, but it brings risks which need to be monitored. In this context, it is essential that AHBRA has appropriate digital systems in place to support effective, transparent and efficient regulation.

Since its establishment, AHBRA has relied on a combination of ICT systems and manual administrative processes to support its regulatory functions. During the establishment phase, a Customer Relationship Management (CRM) system was developed to support the registration of AHBs and the maintenance of the AHB Register.

This system successfully supported AHBRA's initial operational requirements and continues to support the operation of the AHB Register. As AHBRA's regulatory remit has developed, the scale of AHBRA's activities has expanded beyond the current systems capabilities, and as a result, many core regulatory processes are currently supported through a combination of spreadsheets, email tracking and manual record management.

To address these limitations, AHBRA proposes to develop and implement a Regulatory Information and Data Management System which will provide an integrated digital platform to support regulatory operations, improve data management and audit compliance, and enable enhanced regulatory analysis.

The proposed system will support a range of regulatory activities including:

- management of regulatory data on AHBs;
- case management across regulatory processes;
- identification and management of risk arising within AHBs;
- correspondence tracking and document management;
- structured data collection from AHBs through online portals;
- sectoral analysis and reporting through business intelligence tools;
- publication and maintenance of an online searchable AHB Register.

The system will deliver significant benefits for AHBRA including improved regulatory oversight, enhanced data quality, reduced administrative burden and improved transparency

of regulatory information. It will also ensure that AHBRA's systems are scalable as the AHB sector continues to grow.

While additional enhancements may be considered in the future as AHBRA's regulatory systems evolve, and tenderers are encouraged to outline areas of potential future development, the scope of the current project is limited to the delivery of the system components outlined in this document.

1. Background

AHBRA was established in 2021 under the Housing (Regulation of Approved Housing Bodies) Act 2021. The Act set out a range of functions and powers for AHBRA, including but not limited to:

- Registration of AHBs;
- Cancellation of AHBs;
- Assessment of AHBs against the Standards for AHBs;
- Receipt of Notifiable Events from AHBs;
- Gathering and publishing such information as is deemed necessary for the exercise of AHBRA's functions.

Since its establishment, AHBRA has embedded a number of processes to fulfil these functions:

- Publication and maintenance of the Register of AHBs;
- Annual Monitoring Programme;
- Assessment Programme;
- Notifiable Events;
- Concerns;
- Investigations.

A summary of the volume of work carried out through these processes is given in the table below:

Process	2022	2023	2024	2025
Annual Monitoring Forms received	387	414	380	366**
Assessments completed	0	8 (pilot)	33	20
Compliance plans	0	0	5	3
Notifiable Events processed	89	125	56*	98
Concerns processed	8	24	6*	9
Registration	0	0	438**	1
Cancellation	0	5	7	12

Table 1.1 – Summary of AHBRA activity levels

*AHBRA initiated a screening process in 2024 to validate Notifiable Events and Concerns prior to logging them as such, while numbers reported have dropped, the number of potential events and associated processing activity has continued to increase year on year.

**438 deemed AHBs registered following operationalisation of section 26A of the Act.

2. Project Objectives

This project aims to improve the efficiency of Regulatory processes which are currently supported through a combination of a pre-existing Minimum Viable Product (MVP) CRM system, and additional administrative tools including spreadsheets, email tracking and standalone document management.

AHBRA's current ICT environment to support these processes consists of a number of elements:

- the AHB Register is currently maintained through a combination of the CRM system and supporting spreadsheet-based processes;
- correspondence with AHBs is tracked through email records which are manually maintained;

- data collected through regulatory processes is stored across multiple locations;
- Administrative tasks are largely manual. In practice, staff time has necessarily been directed towards administrative tasks such as collecting information, logging and tracking correspondence, and collating information from multiple sources. This has reduced the capacity available to undertake higher-value regulatory activities, including detailed analysis of emerging risks within AHBs and the provision of targeted regulatory guidance and engagement with the sector;
- AHBRA does not have a data management system in place. The fragmentation of data across multiple systems also creates challenges in maintaining a single consolidated view of information relating to individual AHBs.

Taken together, these factors create a number of organisational and regulatory risks, including:

- reduced capacity to identify and respond to emerging risks across the sector in a timely manner;
- limitations in the ability to scale certain regulatory processes as the AHB sector continues to grow;
- the risk that regulatory staff are required to focus disproportionately on administrative processes rather than analytical regulatory work.

For these reasons, investment in an integrated system to support the collection, management and analysis of regulatory information is now required in order to support the continued effective regulation of the AHB sector.

The objective of the AHBRA Regulatory Information and Data Management System is to provide a modern digital platform to support regulatory functions.

The key objectives of the project are to:

- consolidate regulatory data on AHBs within a single system;
- support integrated case management across regulatory processes;
- support governance and corporate functions by ensuring organisational records are securely managed, accessible and auditable;
- improve data quality through structured data capture;
- enable enhanced sectoral analysis and risk assessment;
- improve transparency through the publication of an online searchable AHB Register;
- reduce administrative workload through automation of routine processes;
- ensure AHBRA's systems are scalable as regulatory activity increases;
- ensure interoperability and data-sharing capabilities with AHBRA stakeholders.

3. System Requirements

AHBRA's analysis has concluded that these objectives could be achieved through the implementation of an integrated regulatory information management system, with modern CRM-based platforms offering established capabilities such as case management, workflow automation, communications tracking, document management, email integration and externally facing portals for AHB submissions, thereby streamlining data collection and reducing administrative burden, while allowing core modules to be delivered primarily through configuration rather than extensive bespoke development.

The core functional components that AHBRA proposes to implement as part of this project are set out in the following modules, a full list of functional, non-functional and technical system requirements are provided in section 7.3.

The Out of the Box (OOB) functionalities which AHBRA requires in such a system are:

- **AHB Organisation & Contact Management** – A CRM system to manage organisation level contact information and associated contacts within AHBs.
- **Email platform integrations** – Integration of current email platforms to CRM system with email syncing to allow accurate tracking of AHB correspondence without requirement for manual entry.
- **Case Management & workflow automation** – Case management & workflow automation integration into a CRM system will allow for regulatory processes to be managed with the automation of administrative steps. This will ensure consistent, audit-compliant application of processes, and ensure that all processes an AHB has undergone, and all related documentation, is readily accessible on a single system.
- **Communications Management** – Communications management tools will allow for streamlining of both sectoral and individual AHB communications, ensuring accurate logs of correspondence are maintained while also providing assurance that up-to-date templates are used in all cases.
- **AHB web portal** – An externally facing portal hosted on AHBRA's website will allow AHBs to update their contact information, submit forms such as notifiable events or other regulatory updates, and allow for submission of data to AHBRA such as Annual Monitoring Forms or Assessment returns. An externally facing data portal would also allow for an improved version of the AHB Register. The current spreadsheet-based AHB Register will be redeveloped as an online, publicly accessible and searchable

register hosted on the AHBRA website. This will represent a significant improvement in transparency and accessibility of regulatory information.

AHBRA also requires additional bespoke modules, largely focused on more advanced data analysis functionality and which may require specialised development:

- **Annual Monitoring Form (AMF) data retention and access** – Implementation of AHB database with AMF integration to allow for more secure storage of key statistical data gathered on AHBs.
- **AHB trending analysis** – Improved database design to allow for trends in AHB performance and reporting to be analysed over time, including benchmarking against peers and identification of outliers.
- **AHB risk monitoring and management** – Improved cohesion of regulatory data sources to allow for a single view of AHB data to be created, with functionality for AHBRA staff to create risk statements for AHBs and create and monitor individual identified risks per AHB.
- **Power BI Integration** – Integration of Power BI into a CRM solution to allow for the creation of standardised views and visuals of AHB data to ensure consistency in data presentation and availability.
- **Data sharing and interoperability** – System interoperability through API access to AHBRA system to allow for seamless data transfer between AHBRA and other regulatory stakeholders such as DHLGH, HIQA or the RTB.

AHBRA has proposed a suitable system for each of these modules in section 7.2, but tenderers may suggest alternative, or additional platforms as part of their tender which will be considered. The system described in this document represents the initial development phase of AHBRA's Regulatory Information and Data Management System. As AHBRA's regulatory activities evolve, additional functionality or modules may be identified in the future to enhance the system. Any such future developments outside of the scope outlined in this document would be considered as separate phases of work, subject to a separate procurement process.

4. Proposed Solutions

AHBRA has formed its view on the proposed technology solution through the engagement of an external ICT analyst to review AHBRA's internal processes and identify requirements for an ICT solution, and engagement with the market through an RFI (Request for Information) process.

Following an analysis of these discussions, AHBRA has determined that while there appear to be useful proprietary platforms available, these carry a level of supplier dependency and third-party risk beyond AHBRA's risk appetite.

AHBRA requires, therefore, that the proposed solutions are based on a Microsoft platform, which will ensure AHBRA maintains ownership of its data, and ensure business continuity and procurement compliance through enabling changes of suppliers for further system support.

5. Expected Outcomes

Implementation of the AHBRA Regulatory Information and Data Management System must deliver a number of important outcomes:

- Consolidation of regulatory data will enable AHBRA to maintain a comprehensive view of each AHB and support earlier identification of emerging risks.
- Automation of administrative processes such as case management, correspondence tracking and document management will reduce manual administrative work and improve accessibility and ease of retrieval of records.
- Structured data capture through online forms will improve consistency and reduce the risk of manual data entry errors.
- Integration with business intelligence tools will enable AHBRA to analyse sectoral data, identify trends and support risk-based regulation.
- Redevelopment of the AHB Register as an online searchable resource will significantly improve transparency for the public, AHB and policymakers.
- The system will enable AHBRA to manage increasing regulatory activity without requiring proportional increases in administrative resources.
- Interoperability with external platforms will facilitate more efficient collaboration and data-sharing with AHBRA's stakeholders.

6. Requirements

The successful Tenderer will need to work with AHBRA to confirm detailed requirements, solution architecture, workflow design, data structures, implementation sequencing, testing, training and deployment arrangements, and to ensure that the project management methodology supports effective delivery with an appropriate degree of control and agility.

It is expected that the successful Tenderer:

- Has demonstrable experience delivering CRM-based regulatory, case management or

data management solutions of comparable complexity.

- Can translate business and regulatory requirements into a practical solution architecture and implementation plan.
- Has a proven record of delivering secure, reliable and fit-for-purpose solutions on time and within budget.
- Can provide structured implementation support, testing, training, documentation and post go-live support.
- Can work as a strategic delivery partner while ensuring that AHBRA retains ownership and control of its data.
- Has proven expertise in providing secure ICT environments, including threat detection, containment, response, and disaster recovery.
- Can support a solution roadmap that allows future enhancement without unnecessary supplier lock-in.
- Has the ability to deliver remote training and support for AHBRA users, including administrators and operational staff, to ensure effective adoption of the system.
- Can provide access to user manuals, administration guides and other on-demand support resources to assist operation, maintenance and onboarding.

6.1 The Solution

The proposed solution must:

- Be primarily based on a Microsoft-based platform, allowing for integration to SharePoint, Outlook and Power BI.
- Provide secure organisation and contact management for AHBs and associated contacts, including functionality for AHBs to manage their contact details through a web-based portal.
- Support integrated case management and workflow automation across regulatory processes including registration, annual monitoring, assessments, notifiable events, concerns, investigations and related activity.
- Enable correspondence and document management with appropriate audit trails and easy retrieval of records.
- Support structured data collection from AHBs through externally facing forms or portal capability.
- Provide an online searchable AHB Register with appropriate public-facing functionality.
- Support data analysis, reporting and business intelligence, including the ability to identify trends, outliers and risk indicators.

- Be scalable, secure, user-friendly and capable of supporting role-based access and auditable administration.
- Allow interoperability and data-sharing capability with relevant stakeholders where required.

AHBRA also recognises the growing role of predictive analytics and Artificial Intelligence (AI) in supporting operational efficiency and data analysis. Where such functionality is offered as part of the solution, it must:

- Comply with applicable EU and Irish data protection requirements, including GDPR.
- Not use AHBRA data to train public or third-party models without explicit approval and lawful basis.
- Provide transparency where automated or AI-assisted outputs are used in analysis, recommendations or content generation.
- Allow administrative control over such features by user role and business process.
- Support accessibility and usability standards appropriate to public sector digital services.

6.2 Platform Privacy and Security

- The platform must be secure, resilient and maintained in line with current good practice for public sector ICT services.
- The provider should have robust backup, disaster recovery and business continuity arrangements.
- The solution must protect the confidentiality, integrity and availability of AHBRA data.
- The platform must provide appropriate access controls, audit trails and role-based permissions.
- The provider must be capable of supporting compliance with GDPR and other relevant statutory and governance requirements.
- The provider should have a clear approach to upgrades, security patching and ongoing platform assurance.

6.3 System Design & Solution Architecture

- While AHBRA has provided indicative workflow diagrams (Section 7.1), the provider will be responsible for engaging with AHBRA staff to finalise workflow logic prior to system development.
- The provider is required to propose an appropriate plan for mapping AHBRA's processes and preparing workflows, such as staff workshops or procedure document

reviews.

- The provider is required to prepare and agree a solution architecture with AHBRA, including the proposed application components, environments, integrations, and data flows.
- The system design is required to prioritise configuration of out of the box functionality over bespoke development where feasible.
- The provider is required to define the data model and entity relationships is required to support AHBs, contacts, cases, activities, documents, submissions, assessments and risk information.
- The architecture is required to support separate development, test, user acceptance and production environments, with appropriate controls over deployment, change management and release assurance.
- The solution is required to be designed to support secure integration with Microsoft 365 services including Outlook, SharePoint, Entra ID and Power BI.
- The provider is required to document the proposed architecture, key design decisions, assumptions, dependencies and constraints, and is required to maintain this documentation through delivery and handover.
- The system design is required to support future enhancement and phased expansion without requiring fundamental redesign of the core platform or data structures.

6.4 System Testing & User Acceptance

- The provider is required to prepare and agree a system testing approach with AHBRA, including unit testing, system testing, integration testing, security testing and user acceptance testing.
- Testing is required to confirm that all configured workflows, business rules, integrations, notifications, permissions and reporting functions operate as intended.
- The provider is required to prepare test scripts, test scenarios and expected outcomes, and is required to support AHBRA in reviewing and approving these prior to execution.
- Testing is required to include validation of role-based access controls, audit trails, data migration outcomes, document handling and portal submissions where applicable.
- All defects identified during testing is required to be logged, prioritised, tracked to resolution and retested before go-live.
- User acceptance testing is required to be carried out by AHBRA staff with support from the provider, and formal acceptance criteria is required to be agreed in advance.

6.5 Phased Development & Implementation

- AHBRA anticipates that development and implementation of the proposed system will take place within a six-month period following the award of the contract. Based on AHBRA's analysis carried out to date, the proposed timeline for this project is:
 - Workflow mapping and system architecture agreed – 1 month post-contract award
 - Initial OOB system design and implementation – 3 months post-contract award
 - User acceptance testing completed and initial system operational – 4 months post-contract award
 - Additional bespoke modules developed and implemented – 6 months post-contract award
- The provider is required to identify opportunities for a phased system implementation, where OOB functionalities and workflows may be implementable at an earlier stage while development continues on bespoke modules.
- The provider is required to work with AHBRA to agree an implementation roadmap that identifies the proposed phases, scope of each phase, dependencies, key deliverables and indicative timelines.
- Initial phases are required to prioritise the delivery of core operational capabilities that provide early business value, reduce administrative burden and support the stabilisation of key regulatory processes.
- Each phase is required to include clearly defined deliverables, testing activities, training requirements and acceptance arrangements.
- The implementation approach is required to include appropriate arrangements for data migration, configuration, integration, deployment, cutover and early-life support for each phase as applicable.
- The provider is required to support AHBRA in managing change across the phased rollout, including communications, user engagement, training and transition into live operation.
- Where phased deployment is proposed, the provider is required to ensure that interim solutions remain coherent, secure and supportable, and do not create unnecessary rework in later phases.

6.6 Support & Maintenance

- The provider must be capable of supporting the system post-implementation for the duration of the contract.

- The supplier must provide a helpdesk support system through which users can raise tickets via phone, email or a web-based ticket submission system.
- Tickets must be responded to within the timeframes below:

Severity Level	Examples	Response Time	Resolution Time
1 Critical Business Impact	➤ Critical outage or security incident causing total loss of the System or a material impact on AHBRA's functions	< 15mins	Expected < 2 hours
2 High Business Impact	➤ Major defect or degradation affecting multiple users	< 30mins	Expected < 4 hours
3 Medium Business Impact	➤ Non-Critical defect with workaround available	<1 hour	Expected < 1 business days
4 Service Request	➤ General service request or minor issue	<1 day	Within agreed timeframe

- The system must be monitored for ongoing performance, availability or cybersecurity issues.
- The system shall maintain minimum availability of 99.9% in each calendar month, excluding scheduled maintenance agreed in advance with AHBRA.
- Patches or updates to the system must be regularly applied.

6.7 Reporting Requirements

The key reporting and liaison contacts will be designated by AHBRA as part of project mobilisation meetings.

The Service Provider will hold kick-off meetings with AHBRA to confirm scope, governance, milestones, roles, risks, dependencies and delivery approach.

Progress meetings are required to then be held at agreed intervals during design, build,

testing, deployment and early-life support, with progress reports and risk updates supplied as required. The provider may be requested to attend AHBRA's ICT Steering Committee as is required to provide updates.

At the conclusion of implementation, the Service Provider is required to present the delivered system and its functionality to AHBRA, support user acceptance activities, provide administrator and end-user training as required, and supply the documentation needed for ongoing operation and support.

6.8 Resources

The successful Tenderer must have suitable, competent resources who are available to contribute to the effective delivery of the Services throughout the Contract term.

AHBRA expects that the, at a minimum, the successful Tenderer's team will comprise of the below or equivalent roles:

- Key Account Manager
- Lead System Developer
- Junior Developer

AHBRA also expects sufficient helpdesk resources to be available to ensure support tickets are managed within the agreed SLA timeframes.

6.9 Social and Environmental

AHBRA expects that the successful Tenderer has social and/or environmental initiatives, policies and practices that are currently implemented within their organisation and/or will contribute to the effective delivery of the Services throughout the Contract term.

7. Additional information

7.1 AHBRA processes

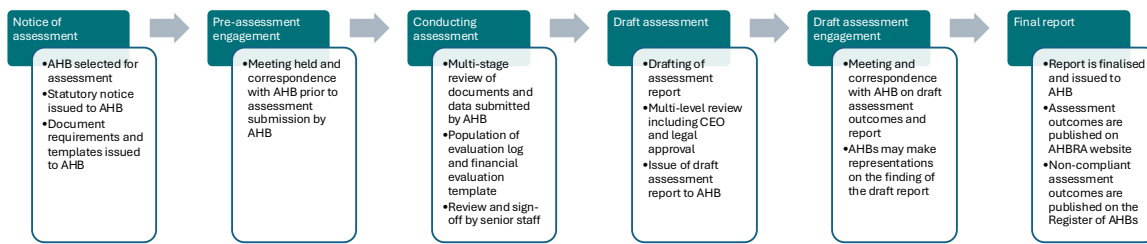


Figure 7.1.1 - Standards Assessment workflow

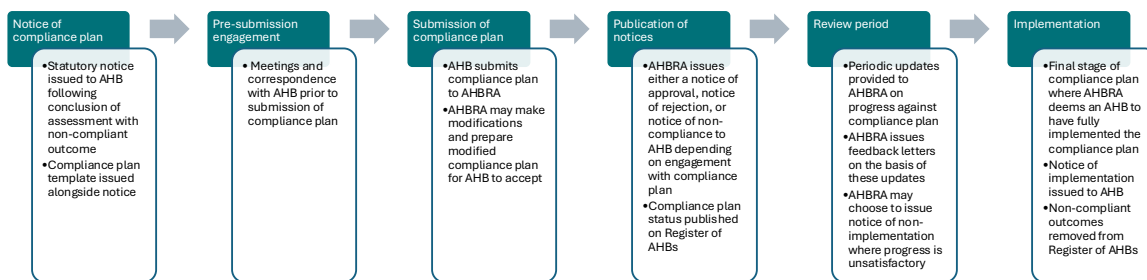


Figure 7.1.2 - Compliance plan workflow

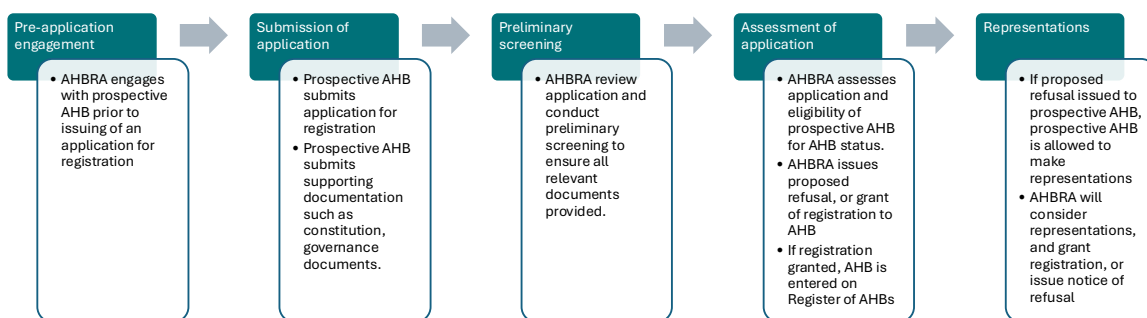


Figure 7.1.3 - Registration workflow

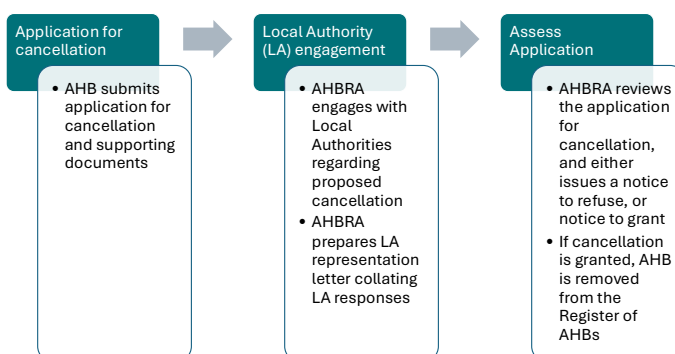


Figure 7.1.2 - Cancellation workflow

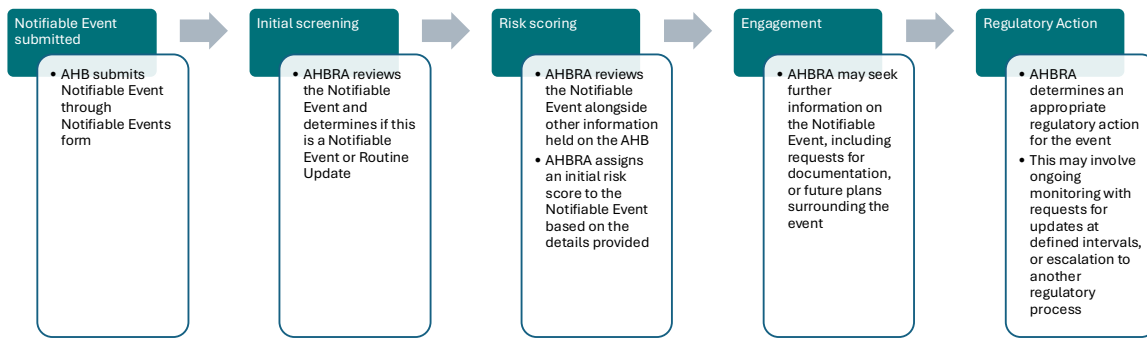


Figure 7.1.3 - Notifiable Events workflow

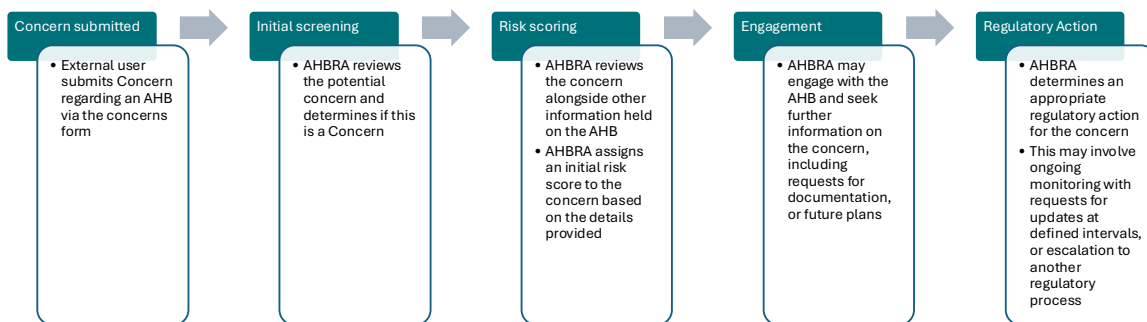


Figure 7.1.4 - Concerns workflow

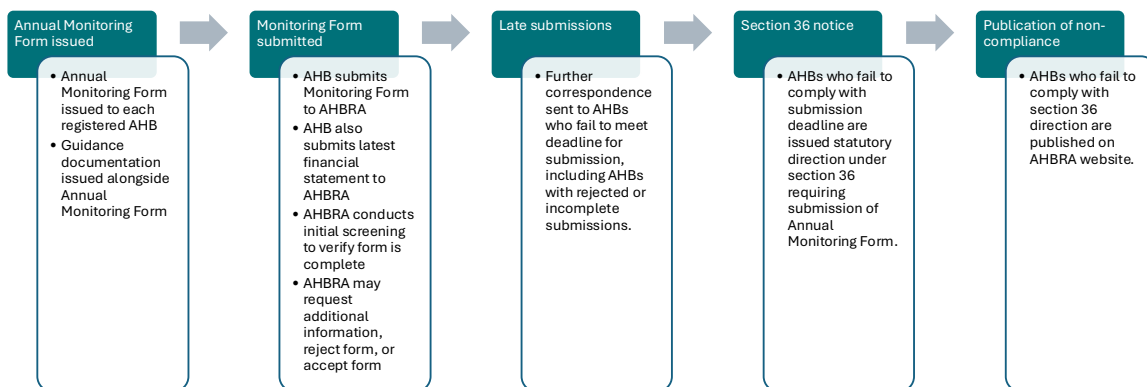


Figure 7.15 - Annual Monitoring Form workflow

7.2 System Modules

7.2.1 OOB (Out Of the Box) modules

Module	Description	Proposed platform
AHB Organisation & Contact Management	CRM system for management of AHB and AHB representative details and logging of correspondence	Microsoft Dynamics
Email/Outlook Platform Integrations	Integration of Outlook with CRM system to allow for syncing and improved tracking of correspondence with AHBs	Microsoft Outlook/Dynamics
Case Management	Case management and workflow automation will allow for the processing and tracking of regulatory functions.	Microsoft Dynamics/Power Apps
Communications Management	Communications Management tools will allow for streamlining of sectoral and individual communications with AHBs using pre-defined templates populated with AHB data	Microsoft dynamics/outlook
AHB web portal	An externally facing AHB web portal on AHBRA's website will allow for AHBs to self-administer routine updates such as changes in contact information, submit data or forms to AHBRA, and allow for AHBRA to publish an improved Register of AHBs	Microsoft power pages

7.2.2 Bespoke modules

Module	Description	Proposed platform
Annual Monitoring Form Data collection and access	Annual Monitoring Forms will be submitted via the AHB web portal and allow for more efficient data collection and display of data within the CRM system	Microsoft PowerPages/Dynamics
AHB Trending analysis	Improved database design and data visualisation tools will allow for improved data analysis including trend analysis, benchmarking, and outlier identification	Microsoft Dataverse/Power BI
AHB Risk Monitoring and Management	Improved integration of business processes to produce a single view of AHB data, and develop risk management tools at an AHB level	Microsoft Dataverse/Dynamics
Power BI Reporting Integration	Integration of Power BI into CRM system to allow for creation of standardised data visualisations	Power BI/Microsoft Dynamics

7.3 System Requirements

7.3.1 Mandatory Requirements

Ref No.	Requirement Description	Priority
Integration & Interoperability		
MR001	The system is required to securely integrate with email systems (Microsoft 365 Exchange / Outlook) for communication with AHBs and stakeholders.	Mandatory
MR002	The system is required to support secure, reliable connections (e.g. APIs or web services) for data exchange and interoperability, adhering to relevant standards and protocols.	Mandatory
MR003	The system is required to securely integrate with the AHBRA SharePoint Online environment for document storage.	Mandatory
MR004	The system is required to securely integrate with the AHBRA CRM / Dataverse environment, including transferring existing registration and contact data.	Mandatory
MR005	The system is required to automatically create a structured case/AHB folder in SharePoint on record creation, directly linked from the record for one-click access.	Mandatory
MR006	The system is required to be compatible with common document formats (Word, Excel, PowerPoint, PDF).	Mandatory
MR007	The system is required to integrate with Power BI for reporting and data visualisation.	Mandatory
Usability, Accessibility & UX		
MR008	The system is required to be accessible from Windows 10 and Windows 11 devices and supported web browsers.	Mandatory
MR009	The public-facing register and the AHB portal are required to meet the public sector web accessibility requirements (S.I. 358/2020 / EN 301 549).	Mandatory
Access & Identity Management		
MR010	The system is required to enforce role-based access control (RBAC) so users access only the data and functions necessary for their role, aligned to the AHBRA organisational structure.	Mandatory
MR011	The system is required to integrate with AHBRA Entra ID / Active Directory for authentication and single sign-on.	Mandatory
MR012	The system is required to provide administrator roles to grant/remove access, with entity-level read/edit permissions assignable to individuals or groups.	Mandatory

MR013	External AHB portal users must be authenticated separately and securely, with no access to internal regulatory data.	Mandatory
Security, Privacy & Compliance		
MR014	The system is required to encrypt data at rest and in transit.	Mandatory
MR015	The system is required to comply with GDPR and support access controls, encryption and audit trails to maintain data integrity and confidentiality.	Mandatory
MR016	The system is required to support Freedom of Information and Data Subject Access Request processes.	Mandatory
MR017	The system is required to log all authentication attempts, data access and modifications, retaining logs for a defined period.	Mandatory
MR018	All files uploaded via the AHB portal are required to be automatically scanned for malware before being stored or made accessible to AHBRA staff.	Mandatory
Data Management		
MR019	The system is required to support a flexible data model with multiple interrelated entities (AHBs, contacts, board members, cases, activities, notifiable events, returns, addresses) and 1:1, 1:many and many:many relationships.	Mandatory
MR020	The system is required to support a defined, evolving data model (e.g. Dataverse) that AHBRA can extend iteratively during and after rollout.	Mandatory
MR021	AHBRA must own all data held within or produced by the system, with the ability to extract/migrate to another platform, avoiding supplier lock-in.	Mandatory
Configurability, Maintainability & System Management		
MR022	The system is required to provide separate, consistent Dev, Test, UAT and Production environments.	Mandatory
MR023	The system is required to provide low-code/no-code configuration of fields, forms and workflows by AHBRA administrators without bespoke development.	Mandatory
MR024	The system is required to support configurable, rules-based workflows with decision points/branching to support different regulatory processes (registration, assessment, notifiable events, monitoring).	Mandatory

MR025	Where custom development is used, the system is required to support CI/CD and sandbox testing with anonymised/synthetic data.	Mandatory
System Performance & Availability		
MR026	The system is required to be cloud-based (Microsoft cloud) with software/hardware redundancy and no single point of failure.	Mandatory
MR027	The system is required to provide and update information in real time, and handle both real-time and batch integration.	Mandatory
MR028	The system is required to handle the expected volumes of AHBs, cases, returns and concurrent users (c.45 internal users plus AHB portal users) with optimal performance.	Mandatory

7.3.2 Functional Requirements

Key

C	Critical	Core system feature to be included in initial implementation
H	High	Highly desirable system feature, in exceptional cases may be deferred from initial implementation
M	Medium	Important but not essential, implementation may be deferred
L	Low	Will be considered as part of longer-term system development

Ref No.	Requirement Description	Priority
Registration & Register Management		
FR001	The system is required to maintain the AHB Register with a unique identifier for each approved housing body, including bodies deemed registered under section 26A of the Housing (Regulation of Approved Housing Bodies) Act 2021.	C

FR002	The system is required to allow for the publication of AHB address, compliance status, compliance outcomes, and board member names, in a searchable format on an online platform	C
FR003	The system is required to support the full registration lifecycle: application, assessment of eligibility, decision, registration, amendment and cancellation/de-registration of AHBs.	C
FR004	The system is required to support workflow management for each registration process, including assignment, recording of activities, and linking of documents to each case	C
FR005	The system is required to publish an online, public-facing, searchable AHB Register on the AHBRA website, displaying only approved/published fields.	C
FR006	The system is required to hold a complete history for each AHB (status changes, open and closed cases, assessments, notifiable events, annual returns, related documents).	C
FR007	The system is required to record cancellation of registration with reason codes, effective dates and a full audit trail.	C
FR008	The system should support classification of AHBs (e.g. tier/size, designation, region) using configurable fields.	H
Case & Workflow Management		
FR009	The system is required to assign a unique identifier to each regulatory case (assessment, notifiable event, monitoring review, routine update, concern, any other regulatory process as may be established) for tracking and reference.	C
FR010	The system is required to support creation, assignment, prioritisation, escalation and closure of cases across multiple regulatory processes.	C
FR011	The system is required to support configurable case statuses (e.g. open, under review, awaiting information, closed).	C
FR012	The system is required to allow case ownership to be assigned or reassigned to an individual or a team/group.	C
FR013	The system is required to support parent-child case relationships (e.g. multiple notifiable events or assessments linked under one AHB or theme).	C

FR014	The system is required to provide an Activities entity (emails, calls, notes, meetings, inspections, assessments) linkable to cases and AHBs, with configurable fields (contact, AHB, location, date, type, etc.).	C
FR015	The system is required to provide a means of associating documents with individual cases and having these documents easily accessible to staff reviewing a case.	C
FR016	The system should give each officer a view of all cases/tasks assigned to them, and give management a view of caseload, status and days-open per staff member.	H
FR017	The system should allow creation of configurable tasks linked to a case, with manual or automated assignment (e.g. workload balancing).	H
Contact & Organisation Management		
FR018	The system is required to manage AHB organisations, their contacts and board/committee members, and the relationships between them. This is to include the creation, amendment and deletion of organisations and contacts.	C
FR019	The system is required to accommodate organisational change — amalgamation/merger of AHBs, changes of detail, governance or ownership changes — while preserving historical records.	C
FR020	The system should allow creation of new fields with a range of attribute types (single/multi-line text, list, lookup, two-option Boolean, single/multi-select, date DD-MM-YYYY, number, decimal, AutoNumber).	H
Annual Monitoring & Returns		
FR021	The system is required to support the issue, collection and tracking of Annual Monitoring forms/returns from AHBs (volumes c.400 per year). These returns include financial, numerical, binary yes/no and free-text data.	C
FR022	The system is required to allow AHBs to submit annual monitoring data via a web portal, with structured data capture and field validation.	C

FR023	The system is required to track return status (issued, in progress, submitted, overdue) and store submitted data against the relevant AHB record.	C
FR024	The system is required to accommodate the submission of associated documents, such as additional financial returns, or Annual Financial Statements (primarily in pdf format)	C
FR025	The system should have functionality for rules based data quality enforcement, for example requiring certain fields be numerical or a date	H
FR026	The system should allow an AHB's annual returns to be compared year-on-year.	H
AHB Web Portal		
FR027	The system is required to provide a secure AHB web portal allowing AHBs to update their details, submit forms and structured data online, and create new cases such as Notifiable Events.	C
FR028	The portal is required to provide secure access for external users, including usernames, password, and if deemed appropriate, multi-factor authentication	C
FR029	AHBRA is required to have administrative access to the web portal to allow for creation of new users, association of users with an AHB, and the ability to reset user passwords	C
FR030	The system is required to allow AHB portal users to upload supporting documents (e.g. .docx, .xlsx, .pdf, .jpg, .png, .zip) against their organisation record, an annual return, an assessment, a notifiable event or other case. Uploaded files are required to be stored in SharePoint and automatically linked to the correct record without manual re-keying.	C
FR031	The portal should enforce configurable file-type restrictions and a maximum file size, and should issue a confirmation/receipt to the submitting AHB. Users should be able to view documents they have previously uploaded.	H
FR032	Portal submissions must flow into the relevant AHB/case record without manual re-keying.	C

FR033	The portal is required to allow AHBs to update their contact information, including amending organisation information, amending individual contact information, and adding or deleting new contacts.	C
FR034	The portal should allow AHBs to view the status of their submissions and correspondence.	H
Document & Correspondence Management		
FR035	The system is required to integrate with Outlook to automatically sync inbound and outbound correspondence to the relevant AHB/case record.	C
FR036	The system is required to generate documents (.docx, .pdf), letters and emails from configurable templates populated with case/AHB data; users can create and edit templates.	C
FR037	The system is required to support the creation and distribution of correspondence using templates to one or many AHBs. This will include automatic customisation of individual correspondence to include AHB name, AHB Registration number, contact name etc.	C
FR038	The system is required to associate documents with the relevant cases and AHBs, allowing for these to be easily accessed by users reviewing cases or AHB history	C
FR039	The system is required to maintain a full communications history (email, phone, letter) per AHB and per case.	C
FR040	The system is required to support a personal-data tag that can be applied to fields containing personal data, in support of GDPR obligations.	C
FR041	The system should support document tagging (e.g. FOI, legal privilege) and support Data Subject Access Request handling.	M
Notifications & Reminders		
FR042	The system should send automated notifications/reminders ahead of statutory or configured deadlines (e.g. annual return due dates, assessment timelines).	H
FR043	The system should notify a case owner when a case or return has been inactive or open beyond a configured period.	M

FR044	The system should support configurable user notification preferences (e.g. email, in-app).	M
Risk Monitoring & Management		
FR045	The system should support a single, consolidated view of AHB-level data such as data from Annual Returns, changes in AHB performance over time, and outcomes from regulatory process such as Notifiable Events or assessments, in order to support risk-based regulation.	H
FR046	The system should support the creation of customisable risk statements for each AHB by AHBRA staff, and track risk statements/ratings against AHBs over time.	H
FR047	The system should support the creation of risk flags for AHBs by comparing data received against configurable risk indicators/thresholds.	M
Reporting, Analytics & Trend Analysis		
FR048	The system is required to provide real-time, configurable dashboards based on selected fields.	C
FR049	The system should provide configurable views and reports filterable by any field; users can save personal views.	H
FR050	The system should support trend analysis to review AHB performance over time, benchmark AHBs against sectoral performance, and identify outliers across the sector.	H
FR051	The system is required to integrate with Power BI for standardised reporting and data visualisation.	C
FR052	The system should support scheduled report generation and distribution (e.g. by email).	M
FR053	The system should support predictive/advanced analytics to forecast workload and emerging risk (longer-term enhancement).	L
Advanced Search		
FR054	The system is required to provide advanced search (keyword, filters, field-level queries) across AHBs, cases, returns and documents.	C

FR055	The system should allow privilege/sensitive-tagged data to be excluded from searches used for FOI purposes.	M
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7.3.3 Non-Functional Requirements

Ref No.	Requirement Description	Priority
Integration & Interoperability		
NFR001	The system should support secure, API-based data sharing with external stakeholders (e.g. Department of Housing, Local Government & Heritage; HIQA; RTB).	H
NFR002	The system should integrate with authoritative external sources where applicable (e.g. CRO for company data, Eircode for addresses).	M
NFR003	The system should log integration activity and alert on failures or anomalies.	H
Usability, Accessibility & UX		
NFR004	The system is required to provide an intuitive, user-friendly interface with clear navigation and minimal training required.	C
NFR005	The internal system should meet applicable accessibility standards (e.g. WCAG 2.1 AA / EN 301 549).	H
NFR006	The system should maintain UI consistency across colours, fonts, layouts and interaction patterns.	H
NFR007	The system should provide a mobile-friendly interface for essential tasks (e.g. inspections, field notes).	M

7.3.4 Technical Requirements

Ref No.	Requirement Description	Priority
Access & Identity Management		
TR001	The system should support Multi-Factor Authentication for internal logins, compatible with Entra ID (authenticator app, SMS or push).	H

TR002	The system should generate audit reports/alerts to identify unauthorised access attempts or suspicious activity.	H
TR003	User sessions should expire after a defined period of inactivity, with secure session-token management.	H
Security, Privacy & Compliance		
TR004	The system should be developed using secure coding practices and adhere to ISO 27001 (or equivalent).	H
TR005	The tenderer should provide ongoing assurance, over the contract term, of adherence to GDPR and applicable AI legislation.	H
TR006	The system should enforce strong password policies and MFA.	H
Data Management		
TR007	The system should capture and store metadata (user identity, date, time) to support accountability and compliance.	H
TR008	The system should allow active and archived records to be exported (e.g. CSV).	M
TR009	The system should provide a secure, scalable archival capability with retrieval from the primary interface.	M
TR010	The system should support data classification (e.g. public, confidential, restricted).	M
Configurability, Maintainability & System Management		
TR011	The system should support version control and audit trail for workflow and configuration changes.	H
TR012	Any custom development should use modular, decoupled components to avoid tight interdependencies.	M
System Performance & Availability		
TR013	The system should maintain a minimum 99.9% availability for backend systems, excluding scheduled maintenance.	H
TR014	The system should scale with demand while maintaining session integrity, and support phased licence drawdown (pay-as-you-grow).	H
TR015	The system should provide monthly availability/performance reporting against SLAs.	M

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