IKON Property Group: Tenant Management System

Techno-Commercial Proposal

(Version 1.0)
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Submitted and Presented By:-

Aaditya Kapoor
Head of Global Business – Sales

Nile Technologies Pvt. Ltd.
A-51, Sector 57, Noida, UP 201301

1. **Project Brief and Summary**

IKON Property Group will launch a subscription-ready rental property management platform. The product will combine a web portal for landlords and property managers, a native or cross-platform mobile application for tenants, and a web-based administrative console for IKON operations. The platform will enable listing creation, automated syndication to major aggregator networks, tenant inquiry and application processing, optional automated screening, lease creation and e-signing, rent collection with direct payouts or escrow handling, and day-to-day property management tools.

Business objective
Provide IKON with a scalable software product that can be used internally for property management and monetized as a SaaS subscription for other landlords and property managers. The platform will reduce manual work, improve cash flow visibility, improve tenant experience, and create a recurring revenue business for IKON.

Success metrics
• Average time to decision on an application reduced by 50 percent versus manual processes.
• Increase in on-time rent collection to 95 percent via automated reminders and autopay.
• Subscription conversion from trial to paid above 20 percent within the first six months of sales activity.

2. Executive Table: Objective, Outcome and Approach

Item	Objective	Measurable Outcome	Primary Approach
Listing and Syndication	Enable landlords to publish listings widely with minimum effort	Publish and syndicate a listing to aggregated channels within 24 hours	Single source-of-truth listing model with RESO-compatible feed plus direct API connectors
Application and Screening	Reduce friction for tenant applications while providing landlord confidence	Applications with full screening returned within 48 hours (when auto verification selected)	Consent-first application form integrated with screening vendors (credit, eviction, employment)
Rent and Finance	Simplify rent collection, deposits, and payouts with compliant handling	95 percent of rents collected on time; configurable payout cadence	Payment Gateway with configurable payout or escrow flows
Tenant Experience	Provide tenants a single place to pay, raise maintenance requests, and access documents	High tenant adoption rate; fewer phone/email support tickets	Mobile-first workflow, in-app messaging, and document storage
Platform Monetization	Deliver a SaaS product for IKON to sell to landlords	Recurring subscription revenue and per-screening revenue streams	Tiered subscription model with optional per-application screening fees

3. Detailed Project Objective and Approach

Objective
Deliver a reliable, secure, and user-friendly property management platform that supports end-to-end landlord and tenant workflows and that can be offered as a subscription service by IKON. The platform must enable IKON to grow recurring revenue while maintaining operational control over properties it manages.

Approach overview
1. Adopt a delivery model that is focused on core landlord and tenant needs: listing, applications, payments, lease execution, and property management.
2. Use modular architecture to isolate listing, screening, payments, and document modules to allow iterative enhancements and independent scaling.
3. Prioritize compliance and security for screening and payments. Implement consent capture for consumer reports and follow best practices for tenant screening workflows..
4. Implement an analytics layer so IKON can measure product performance, landlord usage, and tenant activity.
5. Prepare the product for a commercial launch with subscription management, onboarding flows, and administrative controls for IKON support staff.

Primary delivery principles
• Use third-party specialist services for high-regulation features (screening, payment, e-sign) to reduce compliance burden.
• Provide clear operational handover and documentation for IKON's internal teams.
• Design for SaaS operations with clear data separation

4. Modules and Interfaces

A. Modules (Functional Components)

1. **Listing Manager**
   - Landlord listing creation, edit, and lifecycle (draft, published, archived).
   - Asset attachments: images, floor plans, documents.
   - Property rules: rent amount, fees, deposit, available date, lease terms.

2. **Syndication Engine**
   - Exports listings to an internal RESO-compliant feed.
   - Connectors to Zillow Feed Connect, Apartments.com, and ListHub.
   - Lead ingestion endpoint for aggregator-returned leads.

3. **Application & Screening**
   - Tenant application form with consent capture.
   - Toggle for verification type: manual or automated.
   - Integration with screening vendors for credit, eviction, and employment checks.

4. **Lease & Document Manager**
   - Lease template library, clause parameterization, and contract assembly.
   - E-sign integration for digital signatures and storage.

5. **Payments & Finance Engine**
   - Payment collection (card, ACH), manual payments.
   - Configurable payout model: direct payouts to landlord or escrow-controlled accounts.
   - Security deposit holding ledgers and reconciliation.

6. **Tenant Service App**
   - Mobile-first app to view lease, pay rent, submit maintenance, and message landlords.

7. **Admin Console**
   - IKON operations interface for subscription control, merchant monitoring, and escalations.

8. **Notifications & Messaging**
   - Email and SMS orchestration for reminders, confirmations, and alerts.

9. **Billing & Subscription**
   - Tenant screening fees pass-through, landlord subscription tiers, and invoicing.

B. Interfaces (Who uses which module)

• **Landlord Interface (Web)**: Listing manager, application review, financial dashboard, lease setup, payout preferences.
• **Tenant Interface (Mobile)**: Application submission, consent flow, rent payment, maintenance, account docs.
• **IKON Admin Interface (Web)**: Platform configuration, subscription management, reporting, dispute resolution.
• **System-to-System Interfaces**: Aggregator APIs, screening provider APIs, payment gateway APIs, notification providers, e-sign vendor.

5. Suggested Delivery Approach (Methodology and Milestones)

Delivery methodology

Agile, two-week sprints with continuous integration and delivery. Frequent demos with IKON stakeholders each sprint to validate the implementation and capture feedback.

Milestones and acceptance criteria (suggested)

1. **Milestone 0: Discovery and requirements sign-off**
   • Deliverables: Requirements backlog, user journeys, success metrics.
2. **Milestone 1: Prototype and Design**
   • Deliverables: UI prototypes for landlord portal, tenant mobile flows, and admin console.
   • Acceptance: Usability approval from IKON.
3. **Milestone 2: Core platform MVP**
   • Deliverables: Landlord listing management, tenant application intake, basic inbox, and admin panel user management.
   • Acceptance: End-to-end listing to inquiry flow validated.
4. **Milestone 3: Payments and Leasing**
   • Deliverables: Payment gateway integration, autopay, escrow/payout configuration, contract assembly, and e-sign.
   • Acceptance: Secure payment test transactions and sample signed lease stored.
5. **Milestone 4: Screening and Syndication**
   • Deliverables: Screening integration (one vendor), aggregator feed setup (ListHub/RESO), at least one direct publisher connection.
   • Acceptance: Screening reports returned and aggregator test leads received.

6. **Milestone 5: QA, Compliance, and Launch**
  • Deliverables: Security review, FCRA consent flows validated, UAT sign-off, deployment to production.
  • Acceptance: Production smoke tests passed and IKON operations trained.

6. Integrations Required (Detailed)

This Project will Require **5 TYPES** of Integrations. Each Type would have different Integrations that are required:

Type 1: Listing aggregator integrations

• **RESO Feed / ListHub**
• Purpose: One feed to reach multiple listing publishers.
• Notes: RESO or XML/CSV feed to be created; ListHub often requires account onboarding and credentialing.
• **Zillow Feed Connect**
• Purpose: Push rental listings into Zillow/Trulia/HotPads network.
• Notes: Requires partnership setup and feed or API connection.
• **Apartments.com / CoStar**
• Purpose: Direct publisher integration for higher control and lead capture.
• Notes: Commercial onboarding required.

Type 2: Verification and screening

• **Employment verification**
• Recommended providers: Truework or Plaid Income.
• Integration mode: API-based verification with consent; responses forwarded into application inbox.
• **Eviction history and resident scoring**
• Recommended providers: TransUnion SmartMove or Experian RentBureau via reseller.
• Integration mode: Screening package API returning eviction records and tenant score.
• **Credit checks**
• Recommended providers: Experian Connect or TransUnion bureau APIs via a screening partner.
• Integration mode: Consumer-authorized credit report returned for landlord review.
• All screening integrations must include consent capture, secure transmission of PII, and storage practices aligned with FCRA guidance.

Type 3: Payments and financial services

• **Payment gateway**
• Options: Stripe Connect, Adyen, Payrix.
• Requirements: Support for ACH and card payments, capability to hold funds in escrow accounts, and split payouts.
• **Bank and ACH connectivity**
• Optional direct ACH integration for lower-cost transactions.

Type 4: Document signature and storage

• **DocuSign or Adobe Sign**
• Purpose: Legally binding e-signatures and audit trail storage.

Type 5: Notifications and messaging

• **SendGrid** for email and **Twilio** for SMS, or equivalent providers.

THE NILE PROMISE

In the scope of work below, Nile has defined it's understanding of the functionalities and workflow desired by the customer to create this proprietary App based software solution. Nile does understand that there may be changes within the ambit of our defined scope during the process of development and minor enhancements WILL NOT lead to any cost escalations and would be done as a part of this fixed cost attributed to this project as a part of this **Techno-Commercial Proposal V1.0**

Nile team is committed to ensuring that the app meets all your business needs and delivers value to you.

*New Functionalities or Modules (Elements not covered, mentioned or discussed within our defined scope) may fall outside this clause and be taken up as a Change Request upon pre-approvals and mutual consent with the customer.

7. Scope of Work: Interfaces and Features

A. Landlord Web Portal — Scope and Functionality

Primary goals
• Allow landlords to quickly create listings, capture leads, and manage tenant relationships.
Key features and workflow

1. **Onboarding and subscription**
   • Account creation and subscription selection.
   • Payment method on file for subscription billing.

2. **Listing creation**
   • Property metadata and media upload.
   • Rent, fees, deposit, lease term configuration.
   • Publish control: draft, schedule publish date, publish now.

3. **Syndication**
   • Option to distribute via RESO feed and direct publishers.
   • Lead routing preferences and notification rules.

4. **Applications and screening**
   • Inbox with application summary, attached screening reports, message thread.
   • Approve, decline, and invite to apply workflows.

5. **Lease creation and signing**
   • Template-based clauses, dynamic variables, and e-signature flow.

6. **Finance dashboard**
   • Rent roll, upcoming payments, payout history, and owner statements.

7. **Maintenance and tasks**
   • Assign work orders, approve quotes, and track costs.

B. Tenant Mobile Application — Scope and Functionality

Primary goals
• Provide tenants a modern and convenient experience to pay rent, submit maintenance requests, and access documents.
Key features and workflow

1. **Onboarding and identity**
   • Account creation and secure login, two-factor optional.
   • Application form with consent for screening.

2. **Payments**
    • One-time payments, recurring autopay setup, saved payment methods.
    • Payment receipts and transaction history.

3. **Maintenance requests**
    • Photo attachments, priority settings, messaging with landlord or property manager.

4. **Lease documents and notifications**
    • Lease access, signed copies, renewals, and notification center.

C. IKON Admin Console — Scope and Functionality

Primary goals
• Provide IKON staff full oversight of platform operations, subscription revenue, and dispute management.
Key features and workflow

1. **Platform configuration**
    • Manage subscription tiers, pricing, and promotional offers.

2. **User and content moderation**
    • Review flagged listings, remove prohibited content, and handle escalations.

3. **Payments supervision**
    • Monitor held escrow balances, approve exceptional payouts, and run reconciliation.

4. **Analytics and reporting**
    • Platform usage, revenue reports, and SLA metrics.

5. **Support and ticketing**
    • Assign and track support issues for landlord and tenant requests.

D. Integrations and System Services — Scope

1. **Aggregator feed management**: Provide an endpoint that publishes the active listing set in a RESO or publisher-compatible format. Provide logging and retry mechanisms for feed ingestion failures.

2. **Screening orchestration service**: A mediator service that calls screening vendors, consolidates results, timestamps responses, and attaches artifacts to applications. Enforce consent and document audit trails.

3. **Payments orchestration service**: Route tenant payments to appropriate accounts, apply business rules for fees and deposits, and produce transaction reconciliation records.

4. **Security and compliance services**: Centralized authentication, role-based access, encryption at rest and in transit, logging, and periodic security testing.

8. Introduction to Nile Pricing's Structure

Nile uses a single, streamlined pricing model designed for clarity and efficiency: a blended rate of:

USD 10/hour across all engineering disciplines. (all inclusive)

[10 working hours x 1 day = 100USD/Per ManDay]

This unified structure gives you the full strength of our design, development, QA, and project leadership teams without fluctuating rates or hidden adjustments.
The table below presents the complete effort, cost, and delivery timeline for the project on this model.

Phase	Person-days	Cost (USD)
1. Discovery and Requirements	10	1,000
2. Design and UX	30	3,000
3. Backend Architecture and Core APIs	100	10,000
4. Landlord Web Portal	60	6,000
5. Tenant Mobile App	60	6,000
6. Admin Dashboard	30	3,000
7. Integrations (Listing + Screening + Payments)	50	5,000
8. QA, Security, Deployment & Handover	45	4,500
Total	**385 days**	**38,500 USD**

9. Calendar Weeks and Team Composition

Item	Details
Estimated Person-days	385
Average Throughput	20–22 person-days per week (parallelised team)
Calendar Duration	17–19 weeks (approx. 4.0–4.5 months)
Target Launch Window	Month 4.0 to 4.5 from kickoff
Recommended Team Composition	
Role	**Allocation**
Project Manager	Part-time (25%–30%)
UI/UX Designer	Front-loaded + maintenance support
Backend Developers	2 full-time
Frontend Developer (Web)	1 full-time
Mobile Developer (React Native)	1 full-time
QA Engineer	Part-time, increasing to full during UAT
DevOps Support	As needed during deployment

Team capacity estimate: ~5 full-time engineers equivalent (2 backend + 1 frontend + 1 mobile + .5 QA + .5 designer/PM overlapping)

10. Risk Items that may affect Delivery Schedule

1. **Third-party onboarding time**: Screening providers and major listing aggregators may require commercial agreements and verification. This can add 2 to 6 weeks outside development effort. Start partner onboarding during discovery.

2. **Scope creep**: Any additional features beyond the stated scope.

3. **Dependency sequencing**: Some tasks (integration testing, contract template setup, screening test data) require external readiness before development can proceed.

4. **Aggregator response variability**: Test feeds may take time to validate due to publisher-side schedules.

11.   Warranty and Benefits Offered

- **Three (3) months of complimentary post-deployment support** shall be provided by Nile Tech.

- The quoted amount constitutes **all-inclusive pricing** for design, development, testing, deployment, and go-live activities.

- **Integration with the selected payment gateway is included**; client to create payment gateway account to retain platform ownership

- **Hosting setup, deployment, and submission to the Apple App Store and Google Play Store are included**; the client to create Apple and Google accounts to retain platform ownership.

- **Third Party Account** for Ai Tools to be created by client.

- **All revisions, compliance changes, and mandatory modifications** requested by Apple or Google during the review and approval process **shall be implemented at no additional cost to client.**

- **No monthly or annual recurring charges** of any kind shall be payable to Nile Tech for the delivered platform.

- **All intellectual property, source code**, and associated rights shall **be fully transferred** to and **retained by the client upon completion.**

12.   Payment Terms

Serial No.	Milestone	Payment Terms
1	Mobilization Advance	**30%**
2	At Design UI/UX Completion	**30%**
3	Submission for Testing	**30%**
4	Deployment and Go-Live	**10%**