

# Mavis 2.0 Software System

## Overview

The Photo ID Card People Limited (PICP) established in 2007 provides online solutions for outsourcing the production of professionally printed customised ID cards for use by a comprehensive range of business customers, organisations, and sectors.

[www.photoidcardpeople.com](http://www.photoidcardpeople.com)

Mavis 2.0 will be the online system, marketed as our Managed Service ID card solution, specifically designed for use by business customers who select this service. It will replace the existing platform which is 15 years old and no longer provides the functionality required by these customers or the flexibility needed internally to streamline our production process and cope with increasing demand.

The system will see an upgrade to the current customer interface, provide a fully configurable set-up capable of mirroring their company structure, with the ability to create and authorise their own card batches. This will feed our internal admin area and link directly to card production without the need for manual batch creation and manual invoicing at month end. It will also include a batch/order status facility for use by both the customer and us, capable of dealing with queries and delaying production, along with a communication history and audit trail, and accessory management.

## Methodology

The project is to design and deliver an online portal which looks and operates very differently to the current facility. It is expected the front-end customer interface and the internal back-end admin area will require the adoption of the latest web based technologies, with part of the project being for the supplier to clarify these and any restrictions in their use.

## Requirements Specification

- The system will support all operations for the Managed Service side of the PICP business
- The system will allow customers to have levels of access with a primary account and sub accounts to allow businesses to reflect their organisational structure (multiple sites, departments etc.)
- The system will allow multiple card designs to be set up for an account and show a preview of the design to the customer

- The system will allow card ordering to be either individual entry or bulk entry (upload) for the text data
- The system will show the photo ID and the text entries for each card in an order for a selected card design
- The system will allow for PICP to set key business metrics like postage to be applied to orders
- The system will have a way for customers to view and for PICP to manage the status for card orders
- The system will allow PICP to make notes against customers and customer orders to aid operations
- The system will be accessible online to the customers and link to PICP operations (Dashboard, Printing etc.)

## **Outputs/deliverables**

The supplier is to deliver the following outputs:

- On site scoping workshop to interrogate the requirements – End November 2023
- Scope of requirements and recommendations – Mid December 2023
- Project plan with timings and guidance – End December 2023
- Fortnightly updates on progress and any issues throughout
- Prototype software – Early March 2024
- User-testing – March 2024
- Training and knowledge transfer – March 2024
- Migration of existing customer base – March/April 2024
- Official launch to new customers – May 2024

Extension option:

Subject to agreement between the two parties the contract of this tender may be extended for the provision similar or complimentary services for up to 3 months.

## **Contract management**

We expect the service commissioned to begin on 15 December 2023 and be completed by 30 April 2024.

The anticipated budget is £33,000 net of VAT but inclusive of all expenses.

The payment schedule is to be agreed with the selected supplier.

The selected supplier will be required to provide a named account manager who will be the main project manager for this work.

The lead on managing the contract on a day-to-day basis for PICP will be Shelly Jebson.

The Photo ID Card People Limited will own the intellectual property rights of Mavis 2.0 along with any related documents and artefacts.

## Tender Response & Award criteria

The proposals for this project should include an outline of how bidders will meet the requirement outlined in the Requirement Specification.

A proposal for undertaking the work should include:

- Understanding of the customer's requirements and overall aims of the project
- An explanation of the proposed approach and methodologies bidders will work to
- an understanding of the risks, and an explanation on how they would be mitigated to ensure delivery
- A project plan with timescales showing outputs and deliverables
- Details of key personnel, the allocation of days and their individual charging rates as applicable
- A fixed fee for the project inclusive of all expenses.

Each proposal will be evaluated by The Photo ID Card People Limited according to weighted criteria shown in the attached Tender Award Matrix.

The evaluation criteria contained in this documents includes:

1. Solution - does the proposal demonstrate an understanding of the issues and are the methodology and methods appropriate to meet the requirements set out in this brief?
2. Personnel - What degree of experience does the bidder demonstrate in order to successfully complete the work?

3. Management - How well has the bidder structured a team in order to successfully manage the contract and deliver the required work to the budget and timetable required?
4. Cost – A fixed fee inclusive of all expenses with breakdown of day rates and representing value for money.

## Procurement process

The procurement timetable will be:

Invitation to Tender issued: 26 September 2023

Proposal return deadline: 31 October 2023

The Photo ID Card People Limited will notify all bidders of our procurement decision by email in the week commencing: 20 November 2023

Please send your proposal by email to:

Shelly Jebson – The Photo ID Card People Limited

at [shelly.jebson@photoidcardpeople.com](mailto:shelly.jebson@photoidcardpeople.com) by 5pm on Tuesday 31 October 2023.