



SUPREME COURT
30 PARLIAMENT STREET HAMILTON HM 12, BERMUDA

31 January 2025

**Request for Proposals
For
Judicial Case Management System**

Request for Proposals N. JUD-2025/01

Addendum No. 1

Dear Respondents,

This Addendum forms part of the RFP documents and will be subject to all the conditions set out in the contract conditions. Please acknowledge receipt of this Addendum No. 1 in the space provided on the Submission Form when bidding.

- **There were 101 questions in total received by Respondents.**
- **This Addendum No. 1 provides answers to questions 1 – 51.**
- **An Addendum No. 2 will be issued in the week of 3 February 2025 with the answers to the balance of the questions.**
- **This Addendum No. 1 contains nineteen (19) pages.**

Respondents' Questions (Q) and Government's Response/Answer (A)

Q1	How many named users will require access to the new system, for purposes of calculating license costs?
A1	Judiciary – Total staff (named users) requiring access is 70 people with variation for addition/deletions of staff. External – Clarification will be required as to whether the system will require 'external partners' to have licenses to access the system. It is anticipated that the system will have a portal for external users to log on. (1) Access will be required for 'external partners' including a set number of licenses for Government departments (e.g. Bermuda Police, Transport Control Department). (2) Access will be required for law firms, which currently total 50 in number.

	<p>(3) Access will also be required for individuals who are not represented by attorneys to log on to be able to access his or her case such as, documents already filed with the court, for filing new documents, etc.</p> <p>The vendors should provide, if applicable, a chart or matrix defining their license levels, including what permissions, functions, access, number of transactions, (however their licensing rules and metrics work) for each level and cost pricing.</p>
Q2	Can you identify which systems, if any, are in scope for data conversion?
A2	<p>The following computer systems are in use by the Judiciary and will require data conversion to the new system:</p> <ul style="list-style-type: none"> • “JEMS 6.5” is the current main case management system. The data in JEMS will need to be “cleaned up” and converted to the new system. • In addition to data conversion from JEMS, documents and information from physical court files for active cases which are not in JEMS need to be uploaded and digitized into the new system. For example, for any existing active case, a policy will need to be adopted as to what documents in the JEMS or physical court files need to be uploaded into the new CMS.
Q3	Can you specify the external partner systems with which the new JCMS will need to interface? How many transactions (e.g. import, export, both) for each interface?
A3	<p>The external partner systems are as set out below. The anticipated number of transactions are detailed for each system.</p> <p>Bermuda Government “E1” system (Government primary accounting system)</p> <ul style="list-style-type: none"> • Currently, there is no electronic interface between the EI and JEMS. Judiciary accounting staff have direct access to an EI portal to allow for payment information to be entered. <p>Bermuda Police Service (BPS)</p> <ul style="list-style-type: none"> • Import – Currently, no information will be imported from the BPS. In future, there may be a need for the Courts to import information from the BPS. For example, updating information about the execution of warrants. • Export – The CMS will be required to send information to the BPS system. BPS staff will have enquiry access. • In respect of number of transactions, it is currently not tracked. However, several employees (approx. 5 in the Courts and 5 in BPS) will be performing transactions

	<p>daily throughout the day as part of their job function. Additionally, BPS employees may be conducting enquiries only on each the CMS.</p> <p>Bermuda Transport Control Department</p> <ul style="list-style-type: none"> • Import- The CMS will be required to receive information from the TCD system. This will primarily be in the form of driver, offence, vehicle, and address information. • Export - The CMS will need to send information to the TCD system. This will primarily be in the form of driver, offence, vehicle and conviction information. • Both • In respect of number of transactions, it is currently not tracked. However, several employees (approx. 5 in the Courts and 5 in TCD) will be performing transactions daily throughout the day as part of their job function. Additionally, employees may be conducting enquiries only on each other’s systems.
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<p>Q4</p>	<p>In Appendix D on pages 23-24 of the RFP, there are items such as Maintenance/Support, Hosting Services, Initial CMS Training to Content Managers/Writers, Other On-going Service Delivery Pricing, etc. that instruct vendors to see Annex C. However, Annex C does not appear to contain information or requirements relating to any of these items. Are we meant to simply provide our responses to each of those items, or is additional information available?</p>
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<p>A4</p>	<p>Vendors are required to provide their approaches to:</p> <ul style="list-style-type: none"> • Maintenance/Support • Hosting Services • Initial CMS Training to Content Managers/Writers • Other On-going Service Delivery Pricing, such as creating electronic forms and/or templates, etc. • The uploading of cases which are not entered into JEMS at all and/or where JEMS does not have all documents/ <p><u>Additionally:</u></p> <p>Generally, vendors are directed to review Annex C Summary of Requirements and Annex B Pricing Proposal Form.</p> <p>In respect of “Maintenance/Support”, vendors are directed to:</p> <p>Annex C Summary of Requirements section entitled System and Security paragraph 96 Annex B Pricing Proposal Form Part A (line 24)</p>
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“Provide the annual maintenance costs associated with your proposed solution, if applicable.”

In respect of “Hosting Services”, vendors are directed to:

A. The Request for Proposals (page 3) section 1.1 Executive Summary paragraph 1:
“The Courts would like to implement a single, unitary, end-to-end Judicial case management solution. We envision the implementation of a commercial off the shelf software with necessary customization that suits the requirements/needs of the Courts. The Courts are looking for a proponent who can provide an Internet/Cloud based High Security Electronic judicial case management system and can/or may extend services to the Bermuda Police Service, the Department of Public Prosecutions and the Transport Control Department.”

B. The Request for Proposals (page 27) Appendix D RFP Particulars, section C
“System Architecture & Hosting: The Proposer shall propose a hosted solution. The Proposer shall describe where the solution is hosted and the preferred hosting vendors if not hosted in Proposer’s data center(s).”

C. Annex B Pricing Proposal Form Part A (line 33)
“Detail the hosting services pricing, if applicable, in the table below. Include, at a minimum, all requirements discussed in Section 2.6: Hosting Requirements.” (Please ignore the reference to section 2.6)

In respect of “Initial CMS Training to Content Managers/Writers” vendors are directed to:

A. Annex B Pricing Proposal Form Part D (line 66)
“If the proposed solution and/or approach to training requirements include alternatives for the GOB to consider (i.e. Instructor-led training, web seminars, on-line training, other training, etc.), clearly differentiate each alternative. Include, at a minimum, all requirements discussed in Section 2.5: CMS Acquisition and Build Requirements.” (Please ignore the reference to section 2.5)

In respect of “Other On-going Service Delivery Pricing” vendors are directed to:

A. Annex B Pricing Proposal Form Part C (line 54)
“Detail the pricing associated with on-going Service Delivery in the table below.”

Q5	With regard to Annex C, is it intended that vendors provide detailed responses to your functional/technical requirements in the Technical Considerations section beginning on page 7?
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A5	Vendors are requested to provide an overview for the Technical Considerations indicating whether they can meet the requirement. However, a detailed response for each letter bullet point is not required.
Q6	<p><u>Departments</u></p> <p>Could you please confirm the departments that would leverage the proposed CMS? Is it understood that the Judiciary of Bermuda would be the primary user of the CMS, and that this proposed CMS would need to integrate with CMSs used by external entities such as the BPS, DPP, and TCD? If so, are these external entities using JEMS or other CMS platforms? If they are using other platforms, could you please name them?</p>
A6	<p>There are no interfaces between JEMS and another electronic system. Users in other departments have access to JEMS for enquiry and entry.</p> <p>Also, see Answer 3 above.</p>
Q7	<p><u>Existing CMS</u></p> <p>What key limitations or shortcomings of the current CMS (JEMS) are you aiming to overcome with the proposed replacement CMS?</p>
A7	<p>JEMS is no longer supported by the vendor or any other company. JEMS has a lack of data integrity checks. JEMS is an information database system rather than an information processing system that can assist with the workflow and lifecycle of a case.</p>
Q8	<p><u>Internal Users</u></p> <p>Please provide the total number of internal users (Judicial Officers/Registrars/Managers/ Administrative staff) accessing the system. Also, could you specify the number of full-time, part-time and infrequent users accessing the system as per below definition.</p> <p>(1) Full Time Users: Users who would have system access 24x7.</p> <p>(2) Part Time Users: Non-regular users who log in to the system for a limited period, such as approvers or query handling users, with access limited to ≤ 20 hours per month</p> <p>(3) Infrequent Users: Non-regular users who log in to the system for a limited period, with access limited to ≤ 5 hours per month</p> <p>(Note: Both types of users have the same rights and features in the system, with the only limitation being the system access time duration).</p>

<p>A8</p>	<p>See A1</p> <p><u>Judiciary – Total staff (named users) requiring access is 70 people with variation for addition/deletions of staff.</u></p> <p><u>Employees generally will log onto the CMS as part of their daily work. These users may on occasion work evenings and weekends.</u></p> <p>(1) Full time Users – the estimated users who will require access 24x7 is 10 – 20 people. They will have normal daily access in any event.</p> <p>(2) Part time Users – At this time, we have not identified any user who would be a part-time user.</p> <p>(3) Infrequent Users - At this time, we have not identified any user who would be an infrequent user.</p>
<p>Q9</p>	<p><u>External Users</u></p> <p>Please specify the number of users, if any, from external entities such as the BPS and TCD who would require access to the proposed CMS. Given that these entities already have their own CMSs in place, what activities would these external users be able to perform within the proposed CMS? Additionally, please specify the number of full-time, part-time, and infrequent users accessing the system, as per the definitions provided above.</p>
<p>A9</p>	<p>See A3</p>
<p>Q10</p>	<p><u>Portal Requirements</u></p> <p>Is a public access portal required for citizen e-filing? If so, should this access be login-free or secured for tracking proceedings and documents? Please also specify the expected number of concurrent users accessing the system at any given time. Is a similar system needed for external entities? If so, please specify the envisioned use case. Alternatively, the proposed CMS could be integrated with the Government of Bermuda's official website/portal. Which approach is preferred?</p>
<p>A10</p>	<p>Litigants in Person (i.e. self-represented parties to a case) will require access to the e-filing solution and case work flows similar to law firms.</p> <p>Secured for tracking proceedings and documents.</p> <p>Expected number of Judiciary staff users – A staff of approx. 70 people, not all online at the same time all day.</p> <p>External Users – See A3</p>

	The preferred approach is for the Judiciary to have its own official website/portal.
Q11	<p><u>Enterprise Content Management System</u></p> <p>While case management users will have access to a dedicated ECM for content lifecycle management, should this ECM repository also be accessible in read-only format to external entities and citizens? This repository could be made accessible via portal.</p>
A11	<p>Yes, some information will be made public at the discretion of the Court. The CMS should allow the staff at a certain of seniority to decide what class of information is made public and what class of information remains private.</p> <p>The repository could be via portal.</p>
Q12	<p><u>Records Management System</u></p> <p>Is the Government of Bermuda interested in the long-term archival of documents and records, such as archiving documents for 10 or 20 years to meet regulatory requirements? The RMS would offer capabilities to configure rules and policies associated with retention, disposition, transfer, legal hold, location management, and more. If so, how many record manager users would require access to the RMS?</p>
A12	<p>Yes</p> <p>The decision on the number of record managers will be made at a later date. Please provide details on access and costs per user.</p>
Q13	<p><u>Case Intake Channels</u></p> <p>Please provide the required case intake channels for the system. For example, portal, email, scanning stations, etc.</p>
A13	<p>Law Firms – Portal</p> <p>Litigants in Person – Portal, or if portal access is not available, then if hard copy filing of documents, then Judiciary staff will have to enter documents into the CMS.</p> <p>All documents filed i.e. PDF, should be searchable.</p>

<p>Q14</p>	<p><u>Case Workflows</u></p> <p>To better understand the complexity of the envisioned system, could you provide an estimate of the number of various types of case workflows and sub-workflows, along with the average number of steps within each to resolve specific cases or reach case closure?</p>
<p>A14</p>	<p>See Summary of Requirements pages 4 7.</p> <p>Each department of the Court has variable workflows depending on the court application.</p> <p>Number of Filing types (case workflows): Approximately 250. Number of sub-workflows and steps is variable. Workflows designs should be flexible and able to be created/modified in-house.</p>
<p>Q15</p>	<p><u>Data Migration</u></p> <p>Regarding the migration of data/files from external systems to the proposed system, please indicate the volume or size of data that needs to be migrated.</p>
<p>A15</p>	<p>See A2.</p> <p>Volume of data: Size of data:</p>
<p>Q16</p>	<p><u>Scanning & OCR</u></p> <p>Is the Government of Bermuda planning to digitize/scan existing physical documents, or will digitization be limited to new cases? Additionally, please answer the following questions:</p> <ul style="list-style-type: none"> - Will scanning and digitization be centralized or distributed? If distributed, how many locations will be involved? - How many scanners will be used by users to scan documents? - How many users will be accessing the scanning software? - We assume that the scanning services will be performed by your employees or a third party. Is this correct? - We assume that OCR/data extraction capabilities, would be for structured documents. Are there any handwritten texts as well?

<p>A16</p>	<p>See A2. See A13.</p> <p>Law Firms and Government Legal Departments – will be required to file digitized documents. Litigants in Person – requested to file digitized documents if they have the capability. Otherwise, physical documents filed at a reception desk, will need to be scanned and digitized.</p> <p>Currently, 10 scanners are distributed amongst Judiciary offices. Variable users (approx. 5-10) will be accessing the scanning software Scanning services will be performed in-house Yes for structured documents. Some documents may be handwritten.</p>
<p>Q17</p>	<p><u>Document Generation</u></p> <p>The proposed system supports document generation using configurable templates, with case-related information dynamically populated within them. Could you please provide an estimate of the total number of templates that need to be configured?</p>
<p>A17</p>	<p>We envisage that in the new CMS we will be creating and using more than 100 templates.</p>
<p>Q18</p>	<p><u>Mobility</u></p> <p>Is a dedicated mobile application required for the CMS, or should web access to the CMS be provided via mobile phones and other devices?</p>
<p>A18</p>	<p>For limited staff who conduct court business offsite, e.g. Bailiffs, a dedicated mobile app is required to perform inquiry and update. For the issuance of parking ticket and moving traffic violations, it is envisaged that those traffic wardens will have use of electronic ticket issuing devices with onboard printing and updating in real time to the CMS.</p> <p>It is desired to have a mobile app for citizens who can access all their court matters in their ‘personal’ account. See Annex C Summary of Requirements paragraph 38(o)(iii). Allowance can be made for such a citizen’s mobile app to be a future addition to the CMS.</p>

<p>Q19</p>	<p><u>Deployment Preference</u></p> <p>As the RFP indicates a preference for cloud deployment by the Government of Bermuda, are there any preferences for a specific cloud service provider, such as Azure or AWS? Please advise if on-premises deployment is also being considered.</p>
<p>A19</p>	<p>On premises deployment is not being considered. We do not have a preference between Azure and AWS. Local on-island cloud storage service providers can be considered. System and database management services by the Vendor can be considered.</p>
<p>Q20</p>	<p><u>Environments</u></p> <p>Please clarify the number of environments required in addition to Test/UAT and Production. For Disaster Recovery environment, please specify your RPO (Recovery Point Objective) and RTO (Recovery Time Objective) requirements. For high availability, could you specify the target percentage?</p>
<p>A20</p>	<p>Required Additional Environments: Development/Test Production Backup Environment</p> <p>Recovery Time Objective: Mission-Critical (High Availability Required)</p> <ul style="list-style-type: none"> • Target percentage – 20% • RTO: 3 – 5 hours • For functions which includes financial transactions, calendaring, scheduling and handling active court proceedings, identifying warrants, protection orders. <p>Highly Important (Moderate Disruption Tolerable)</p> <ul style="list-style-type: none"> • RTO: 24 hours • For functions which are important but courts can temporarily use paper records or manual processing. <p>Non-Critical (Delayed Recovery Acceptable)</p> <ul style="list-style-type: none"> • RTO: 24 to 48 hours • For functions such as archival, research, <p>Recovery Point Objective: Mission-Critical (Real-Time Case Processing & Filing)</p> <ul style="list-style-type: none"> • RPO: 0 to 15 minutes • For functions including financial transactions, handling active court proceedings, filings, case scheduling of near-zero data loss is crucial. • Requires continuous data replication, real-time backups, or high-availability solutions.

	<p>Highly Important (Frequent Updates, Some Data Loss Acceptable)</p> <ul style="list-style-type: none"> • RPO: 1 to 4 hours • For functions including critical systems but the courts can recover from short data gaps, periodic backups. <p>Non-Critical (Historical Records, Archival Data)</p> <ul style="list-style-type: none"> • RPO: 24 hours or more • For functions such as archival, research, some reporting, managing historical case records or documents that are not frequently modified, daily backups may be sufficient.
Q21	<p><u>Integration</u></p> <p>Please provide details about the external systems and business applications, other than MS Office & JEMS, that are planned to be integrated with the system.</p>
A21	See A3
Q22	<p><u>Financial Tracking</u></p> <p>For this requirement, is the sole purpose to integrate with a payment gateway for fund transfer and tracking, or are additional functionalities required? Please elaborate.</p>
A22	<p>No, this requirement is not for the sole purpose of integrating with a payment gateway. See A3 Re Government “E1” System See Annex C Summary of Requirements paragraph 90 Financial and Accounting Requirements</p>
Q23	<p>Should the technical and financial proposals be submitted via separate emails or is there a need to apply encryption on financial proposal?</p>
A23	<p>Technical and financial proposals can be submitted in one or more emails which form the proposal package, subject to all proposal emails meeting the submission deadline requirements.</p>
Q24	<p>Given that it is acceptable to submit proposals via email, please confirm that those will be acceptable as outlined in 1.5.1 in Judicial Case Management System_ file, and there is no need to follow the requirements related to hard copy submission in line with 1.5.3 clause.</p>

A24	<p>Email submission is required by the specified deadline. There is no need to follow the requirements related to hard copy submission.</p>
Q25	<p>The Sample certificate of incumbency and the Local Benefits Form refers to companies duly organized and existing under the laws of the Islands of Bermuda. Does this mean that international companies can participate in Joint Venture with local companies only? Please elaborate on this - how international companies can participate.</p>
A25	<p>International companies can participate in joint ventures with local companies. International companies which do not participate in a joint venture with a local company will not get benefit from the points awarded for local company involvement.</p>
Q26	<p>What are the applicable taxes and social insurance obligations that international vendors need to be aware of, and how should compliance with these be demonstrated?</p>
A26	<p>Please refer to the official Bermuda Government website pages for applicable taxes and social insurance obligations.</p> <p>https://www.gov.bm/department/social-insurance https://www.gov.bm/department/office-tax-commissioner</p> <p>We may supplement this answer in Addendum No. 2 as we have sought further information from the relevant Bermuda Government departments.</p>
Q27	<p>In terms of hosting, please specify if the existing law obliges hosting the system in Bermuda or hosting in US will also be accepted.</p>
A27	<p>Please refer to the Bermuda legislation Personal Information Protection Act 2016 (PIPA) at Bermuda Laws Online at https://www.bermudalaws.bm/. We refer you to consider PIPA sections 5(3), section 13, section 15(1) and (3).</p> <p>Existing Bermuda law does not oblige hosting the data in Bermuda. Existing Bermuda law does allow for hosting the data in countries that meet the requirements in PIPA, for example Canada, Ireland.</p> <p>Please refer to the Bermuda Government website International Sanctions Measures in respect of countries to which international sanctions apply. https://www.gov.bm/international-sanctions-measures</p>

	In all cases, potential vendors are advised to seek their own legal advice in respect of the location of the storage of data.
Q28	Please confirm that the delivery of software, hardware and hosting services is in scope of this current contract.
A28	Delivery of software, hardware and hosting is in the scope of this current contract. Also, see A4
Q29	<u>How the legacy CMS is used.</u> How does the client envision the transition to the new system? Please elaborate.
A29	The JEMS system needs to be evaluated to determine what records will be transitioned to the new system, for example active cases, criminal convictions, limited traffic convictions. It is envisioned that those records will then be transitioned to the new CMS after a data integrity process. On implementation date of the new CMS, the JEMS system will no longer be used. However, the JEMS system can remain available for limited data integrity and research purposes a duration to be determined.
Q30	From the document it is not really understandable, with how many systems the CMS must be integrated, please provide a list of mandatory and future integrations.
A30	See A1 See A3 See A8
Q31	What is the projected volume of cases, documents, and users to be managed by the system?
A31	Approximately 250,000 cases for a 15-year period. Unable to project the number of documents as they vary by case type and individual case complexity

Q32	<p>The scope of the project appears to be extensive. To ensure we provide a well-targeted and effective proposal, could you provide an approximate budget range or cost expectations for this project?</p>
A32	<p>We do not release the budget range or cost expectations for the project.</p>
Q33	<p>Regarding the financial evaluation criteria, can you confirm whether both recurrent costs (e.g., maintenance, hosting, and support) and implementation costs (e.g., licensing, configuration, and deployment) will be considered together during the financial scoring process?</p>
A33	<p>Recurring costs and implementation costs will be considered during the financial scoring process.</p>
Q34	<p><u>Question from Annex A</u></p> <p>The following requirement from Annex A is not clear. Please elaborate which option is considered in the scope of this contract – 1.5 provide a telephone help desk or on-line service to receive and log calls for assistance and provide an initial fault diagnosis and resolution service. The fault diagnosis and resolution service shall be provided by sufficient competent people for 24 hours per day, 7 days per week [or during working days between 0800 and 1800].</p>
A34	<p>The fault diagnosis and resolution service shall be provided by sufficient competent people for 24 hours per day, 7 days per week. For example, the system fails after hours, then it is essential for vendor support, diagnosis and resolution to begin promptly.</p> <p>Please note that the Annex A Master Service Software Development Maintenance and Hosting Agreement is a Bermuda Government procurement template, the terms of which are subject to negotiation.</p>
Q35	<p>The following requirement from Annex C is not clear. Please elaborate - Accepting payments and recording payments for the payment of obligations, and escrow as the result of court business.</p>
A35	<p>The Court’s Family division can make an order for a parent to be obliged to pay funds into the Court for the maintenance of a child. Those funds are then paid out to the other</p>

	<p>parent or caregiver’s bank account for the fulfillment of the obligation. This is a weekly occurrence in hundreds of cases.</p> <p>The Court can order funds to be paid into Court to be held in escrow for later payment out of the Court.</p> <p>Parties in an action can pay funds into the Court to be held in escrow for later payment out of the Court.</p>
Q36	The following requirement from Annex C is not clear. Please elaborate - Accepting secure payments from the entities and public, via web portals, kiosks, cashiers’ desk, and other methods.
A36	<p>The Court will accept payments as follows:</p> <ul style="list-style-type: none"> (a) In cash, cheques and bank cards at the cashier’s desks; (b) By online payment/transfers from a payer bank; (c) By the e-filing process payment methods; (d) By bank card for kiosks in the Courts and other locations (e) By bank card within the CMS portal payment system
Q37	The following requirement from Annex C is not clear. Please elaborate - Scheduling and calendaring functions transfer easily and quickly to and from other parts of system when creating calendars.
A37	<p>When a date is confirmed for a matter, then the following are updated:</p> <ul style="list-style-type: none"> Judge or Magistrate’s calendar; The Court calendar; The case files; Notice to parties are sent of the event date.
Q38	The following requirement from Annex C is not clear. Please elaborate - Integrate with Microsoft Office word processing and spreadsheet software.
A38	The CMS must be integrated with Microsoft Office 365 and later, in particular, Outlook for email, calendaring and document production using templates in Word.
Q39	The following requirement from Annex C is not clear. Please elaborate –

	<p>63. In addition, the below items will occur through the entire life of the case.</p> <p>a. Accounting functions (including front counter and cashiering, back office, and general ledger).</p>
A39	<p>The Court receives funds for a wide range of purposes in a variety of ways throughout the life of a case, for example fines, court filing fees, escrow accounts. All funds received by the Court must be properly recorded, managed and deposited into the relevant bank accounts and reconciled.</p>
Q40	<p>The following requirement from Annex C is not clear. Please elaborate –</p> <p>Be able to integrate with other technologies and systems such as Microsoft calendar and scheduling programs (i.e. Outlook/teams/SharePoint/ individual schedulers (e.g., automatic updates to judges’ schedules, extracts of tagged parts from Internet- based court calendars to update law firm schedules), e-mail.</p>
A40	<p>For integration with Microsoft Office, See A38</p> <p>Vendors should clarify capabilities to integrate with Microsoft Teams and similar applications.</p> <p>For integration with Sharepoint, Court administrators should be able to import/export documents to/from CMS with ease.</p>
Q41	<p>The following requirement from Annex C is not clear. Please elaborate –</p> <p>76. The system must allow users to:</p> <p>a. “sign” the documents;</p> <p>Question: Does the requirement imply integration with a digital signature provider, integration with specific signature pads, or a built-in electronic signature mechanism that allows users to sign using a mouse or touchpad and add a stored/saved signature?</p>
A41	<p>We are receptive to a variety of secure digital signatures methodologies.</p> <p>See Bermuda Laws Online Electronic Transactions Act 1999 at Bermuda Laws Online at https://www.bermudalaws.bm/.</p> <p>We are not adverse to applications like DocuSign, Adobe Acrobat Sign, subject to Bermuda law.</p>

	In all cases, potential vendors are advised to seek their own legal advice in respect of this point.
Q42	<p>The following requirement from Annex C is not clear. Please elaborate –</p> <p>In addition, the below items will occur through the entire life of the case. a. Accounting functions (including front counter and cashiering, back office, and general ledger)</p> <p>Question: Does this mean the financial/accounting requirements are limited to those described in the Financial and Accounting Requirements section, starting from point 90?</p>
A42	<p>See A39.</p> <p>Re Summary of Requirements paragraph 90 – The CMS should provide the listed functions. The list is not exhaustive. In the process of defining workflows, their maybe other types of financial transaction requirements.</p>
Q43	<p>The following requirements from Annex C are not clear. Please elaborate:</p> <p>91. The CMS should allow for the initiation of fee payment and funds transfers between entities and the courts of various kinds, including:</p> <p>a. With attorneys/firms - types of fee payments (e.g., by attorneys) could include:</p> <ul style="list-style-type: none"> i. funds transfer between the attorney’s and the court’s bank accounts ii. debiting accounts established by attorneys/firms to cover court expenses; and iii. debiting attorney/firm credit card accounts. <p>92. With other Government departments and local Banks</p> <p>a. Funds transfers could occur between the courts and other governmental units and between courts and banks (e.g., for deposits into court accounts).</p> <p>Questions:</p> <ul style="list-style-type: none"> 1. Is there any centralized payment provider or the integration shall be established with the court’s bank epos? 2. Is there any accounting system that the CMS shall be integrated with?

	3. Do different types of payments e.g. bail, security, fees processed through different bank accounts, and if yes please list all payment types that assume bank account segregation
A43	<p>(1) Local banks provide payment processing and clearing for bank card use and electronic payments.</p> <p>(2) See A3 re the E1 System, We envisage some integration with E1, subject to Bermuda Government Ministry of Finance considerations.</p> <p>(3) Different payment types are processed to different bank accounts of the Bermuda Government and the Judiciary. Some examples: Fines for traffic and criminal matters – separate account Family Support – Separate account’ Parking Fines – separate account Escrow accounts – separate account</p>
Q44	In the Core Requirement section, specifically #39, how will the RFP process accommodate any new requirements identified after proposal submission, noting that these can impact the proposed scope, timeline, and pricing?
A44	After proposal submission and before selection, any new requirements identified will be issued by Addendum. Responses to the Addendum of new requirements should include impact on the scope, timeline and pricing.
Q45	Based on the definition of 'The Platform' in the Requirements document, can it be confirmed that the implementation will be on-premise, meaning the system will be hosted and managed on the Bermuda Department of Information and Digital Technology's (“IDT's”) own infrastructure?
A45	See A4, A19, A27, A28, A33
Q46	Under Technical Considerations in #26, part 'd', the requirement for integration with CourtSmart solution was mentioned. Can you provide the URL for this Solution and any other relevant details?
A46	CourtSmart URL - https://www.courtsmart.com/

Q47	Does the Court already have the CourtSmart solution set up to include existing network infrastructure and equipment, and the expected level of Audio Visual (AV) implementation, among other key elements?
A47	CourtSmart is fully operational in the Bermuda Courts for audio-visual capabilities, presentation of evidence from remote locations, storage of audio record of proceedings (accessible to authorized users e.g. Judges, Magistrates, IT). It is not integrated with JEMS.
Q48	Can you provide more details on cloud implementation? Would you like to host onsite/internally by the Bermuda IT team, or do you want the vendor to host the solution using a cloud hosting service like AWS or AZURE?
A48	See A4, A19, A27, A28, A33, A45
Q49	Do you have any preferences for AZURE or AWS?
A49	See A19
Q50	Can you share the budget for this project?
A50	See A32
Q51	Does Bermuda accept electronic signatures such as DocuSign, and do we need to integrate them with any signature tools/components?
A51	<p>We are receptive to a variety of secure digital signatures methodologies.</p> <p>See Bermuda Laws Online Electronic Transactions Act 1999 at Bermuda Laws Online at https://www.bermudalaws.bm/.</p> <p>We are not adverse to applications like DocuSign, Adobe Acrobat Sign, subject to Bermuda law.</p> <p>In all cases, potential vendors are advised to seek their own legal advice in respect of this point.</p>

End of Addendum No. 1

Note: Amendments/Addenda will be posted at www.gov.bm/procurement-notices. Respondents should visit the website on a regular basis during the procurement process.