



25 February 2019

Dear Proponents,

The following addendum supersedes information contained in the RF2018-1DCS to the extent referenced.

This Addendum forms part of the RF2018-1DCS documents and will be subject to all of the conditions set out in the contract conditions.

This Addendum #3 contains 7 pages.

## **EMD 2018-1DCS QUESTIONS & RESPONSES**

<b>Q1:</b>	<b>Can the Ministry please clarify what is meant by “Quarantine Unknown Devices” – Appendix D – Section 1.1.4 - Security</b>
<b>R1:</b>	Detect, intercept and/or isolate devices that may interfere with the EMDs.
<b>Q2:</b>	<b>In order to support the 365 days a year, 24 hours by 7 day program, can the responsibilities of the 3 technical resources be shared across a wider group of resources? This would mean coverage of the program needs will be handled by people knowledgeable of the program but some of those people may not be dedicated to Bermuda’s electronic monitoring program.</b>
<b>R2:</b>	Each proponent must outline how they intend to operationalize the programme with their specific resources, as per the RFP.
<b>Q3:</b>	<b>Annex A states – “The Government has provided a Supplier a map of the Islands of Bermuda and Supplier has electronically integrated the information on the map into the software of the Equipment” Will the government accept Google Maps as a substitute provide this mapping service is provided at no additional fee to the government? Or will the ministry provide GIS mapping data through the department of land survey / Ministry of Public Works?</b>
<b>R3:</b>	The map is accessible via the approved Bermuda Government site as per the intended service agreement criteria. Google maps is not accepted.

Q4:	<b>Will the Ministry please elaborate on the video capability that is desired in this section?</b>
R4:	Video – ability to show or retrieve movement/activity of the individuals

Q5:	<b>Is it the government’s intent that the supplier only install the physical unit on the monitored person or does the vendor also enter enrolment data in the software? If the supplier enters enrolment data, does this include creation of any type of exclusion or inclusion zones?</b>
R5:	The vendor must enter enrollment data including specified zoning for individuals.

Q6:	<b>If any enrolment data or zones are created by the supplier, are the zones reviewed and approved by an officer of the Ministry of Legal Affairs? (We believe it is best practice for any final determination of where a monitored individual can and cannot go is made by officer of court or BPS.</b>
R6:	The officer provides the vendor with zones, as required.

Q7:	<b>Will the Ministry consider to have ten business days from when questions are answered to the time the proposal is due / Submission deadline.</b>
R7:	The Ministry deadline is March 4, 2019 at 4:00 pm. Addendum #2.

Q8:	<b>The number of hard copies does not marry to section 1.5.3 of the RFP – please clarify</b>
R8:	The number of hard copies is 5 as well as an electronic copy. As per Addendum #1

Q9:	<b>Denote that the proposal shall not be longer that 30 pages – Not including a number of annex and addendums this a restrictive number to properly denote the service delivery and feature sets of the hardware and software. Would the Ministry reconsider this caveat?</b>
R9:	The proposal should be no more than 30 pages, not including the Annexes and Appendices or Addenda.

Q10:	<b>Requirement number 27 and 28 refer to Appendix C – Pricing, in return this refers to Annex B; Please clarify if this is cost of rental versus cost of ownership.</b>
R10:	This refers to the cost of rental versus the cost of ownership.

Q11:	<b>What is the expected completion of project date or timeframe?</b>
R11:	The Ministry anticipates to enter an agreement with the successful vendor by April, 2019.

Q12:	<b>What is the expected precision of geo-localization? Will GPS suffice or do we need to integrate an RF component as well?</b>
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R12:	GPS is acceptable
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Q13:	<b>Please confirm the quantity of bracelets to be included in this proposal</b>
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R13:	50
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Q14:	<b>What is the expected time for the replacement of defective equipment?</b>
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R14:	1 week maximum
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Q15:	<b>How many EM officers are to be registered with a login?</b>
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R15:	There will be at least 40 officers.
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Q16:	<b>Please explain the information which is sought for in Annex D in regard to the “Compliant Estimate” and the “Response” which are expected from the proponent.</b>
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R16:	“Compliant Estimate” refers to the proponents’ ability to readily deliver. “Response”, indicating how any shortfall will be addressed promptly to meet deliverables.
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Q17:	<b>Who will be responsible for the day-to-day monitoring of the offenders for the entire duration of the project? The successful proponent or the Ministry of Legal Affairs?</b>
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R17:	The proponent will provide monitoring information to the Ministry; however, officers can review their respective client’s movements at any time.
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Q18:	<b>For the monitoring centre and storage of all equipment, is it required that the proponents provide the offices, or this will be located in a government office.</b>
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R18:	Each proponent will outline how they will operate the programme in Bermuda to make this programme successful.
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Q19:	<b>Please advise on the authentication requirements of this request.</b>
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R19:	Reliable / proven or certified equipment.
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Q20:	<b>For the Multiple complex units mentioned, does this refer to apartment complexes and condo units or prison cells?</b>
R20:	Apartment complexes and condos.

Q21:	<b>What is expected from the proponent in terms of internet access? Is this requirement referring to platform being accessible through a conventional internet service provider?</b>
R21:	Yes

Q22:	<b>Would you be able to confirm if vendor is expected to supply a staffed 24/7 Monitoring Service with regards to alert management of the wearers fitted on the tag in Bermuda. Or is it expected that we just supply access to the alert management module within the system to allow local staff within Bermuda to respond and action the alerts that are raised?</b>
R22:	The expectation is to provide the monitoring, as well as access to the module.

Q23:	<b>Additionally, is vendor expected to supply field services to Bermuda with regards to installing and removing the equipment, or will this be completed by staff in Bermuda?</b>
R23:	The responsibility for fitting and removing the devices will be the responsibility of the successful vendor.

Q24:	<b>Since this number is only issued to companies already doing business in Bermuda, will the Government please accept a "N/A" on this field with the condition of providing this number within an appropriate timeframe after contract award?</b>
R24:	N/A is acceptable. Proponent's Social Insurance Number issued by the Government of Bermuda – Appendix B – Submission Form – P 16

Q25:	<b>Are the proposers to submit their proposal following the format under C. Mandatory Submission Requirements?</b>
R25:	Proponents must include all requirements, deliverables and mandatory information in their proposals.

Q26:	<b>Are proposers required to provide specific responses to items 1.1.1 – 1.1.12 or is this for informational purposes only? If specific responses are required, where in the proposal format should they be provided?</b>
R26:	See R:25

Q27:	<b>Will the Government please confirm the current number of dedicated personnel provided in this capacity by the incumbent electronic monitoring vendor?</b>
R27:	No comment.

Q28:	<b>If “yes” to the above question, are these staff currently providing installation/de-installation and fee collection services to the programme?</b>  <b>If no incumbent vendor staff currently perform these services, does the Government expect the newly awarded vendor’s support staff to perform these services?</b>
R28:	There is no fee collection at present.

Q29:	<b>Will the Government please describe the anticipated workload that led to the determination for three (3) technical resources? E.g. Typically, one (1) full-time staff can manage a population of 30 - 50 electronic monitoring participants reporting to a single regional office.</b>
R29:	No comment.

Q30:	<b>Does the Government require three (3) technical resources because of geographical requirements across the island or will all technical resources be based at the same location?</b>
R30:	Each proponent supplies information on how they will manage their resources to effectively deliver the programme meeting the criteria in the RFP.

Q31:	<b>Will the three (3) technical resources be based within a current Government facility or is it expected for proposer to open a local office to perform the required support services? – Technical resources continued – 1.1.12 Product Support, Maintenance &amp; Warranty P. 24</b>
R31:	As above.

Q32:	<b>Will the Government please provide the “Required Response Table” in Word format for proposer’s to add narrative responses? - Format – Annex D – Technical Proposal Requirements</b>
R32:	Responses can be submitted with an attachment to the table.

Q33:	<b>Will the Government please allow the proposer to either widen the response column or allow the proposer to have page set-up in landscape view to fit narrative statements and ensure an easier review process for the evaluation committee?</b>
R33:	Yes

Q34:	<b>If the proposer would like to provide further explanation on responses as part of Annex D, would the separate document count as part of the required 30 page limit?</b>
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R34:	See above.
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Q35:	<b>Will the Government please provide the total number of Key Stakeholders/Technical officers that will require training?</b>
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R35:	At least forty.
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Q36:	<b>Will the Government provide clarification as to the “participants” indicated in this requirement vs. the “key stakeholders/technical officers” stated in Item 24? Will the Government please provide the total number of selected participants to be trained?</b>
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R36:	Key stakeholders include the police, Courts, and technical officers. 40
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Q37:	<b>Will the Government please provide the number of training locations to be utilized?</b>
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R37:	This will be determined based on the successful vendor response to meet the criteria.
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Q38:	<b>Within the proposer’s response, where should these completed documents be placed?</b>
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R38:	As deemed appropriate in response to all requirements.
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Q39:	<b>Are proposers required to respond to Annex C Electronic Monitoring System Specifications or is this for informational purposes only? If specific responses are required for Annex C, where in the proposal format should they be provided?</b>
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R39:	No comment.
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Q40:	<b>Are proposers required to input information and submit Annex A Form of Agreement with response or is this for informational purposes only?</b>
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R40:	It is a sample of the proposed contract which will be offered to the successful proponent.
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Q41:	<b>As the current contract for electronic monitoring services is a public record, will the Government please provide a copy of the current contract with the incumbent vendor?</b>
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R41:	No
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Q42:	<b>If no to the above, will the Government please provide the current pricing for all electronic monitoring products and services currently provided by the incumbent vendor?</b>
R42:	At present, the Government is seeking the most suitable and cost effective solution for our programme, and we will select the most suited vendor.

Q43:	<b>Will the Government please provide the number of lost/stolen/damage devices over the past twelve (12) months? – General Question</b>
R43:	None

Q44:	<b>Will the Government please provide the cost they paid out for any lost/stolen/damage devices over the past twelve (12) months? – General Question</b>
R44:	None

Q45:	<b>Is the Government currently allowed a shelf allowance at no charge? If so, what is the allowance? What are the rates the Government pays if over the allowance? – General Question</b>
R45:	No.

Q46:	<b>Are there any other Monitoring devices or software that the Government is currently utilizing (i.e. Analytics or smartphone monitoring applications)?</b>
R46:	No.

Q47:	<b>Would the Government please describe current monitoring services – where are alerts/alarms received? By who? What is the response time? What actions do they take?</b>
R47:	At present, the Government is seeking the most suitable and cost effective solution for our programme, and we will select the vendor who can deliver to aid in public safety.

Q48:	<b>Will the Government please describe how the electronic monitoring data is currently hosted (i.e. in-country or in the cloud)? Will this current data hosting environment also be required under the new contract? If not, please specify the data hosting requirement.</b>
R48:	At present, the Government is seeking the most suitable and cost effective vendor who can meet deliverables in a secure and structured manner.

END OF ADDENDUM #3

**Note: Amendment/addenda will be posted at <https://www.gov.bm/procurement-notices>. Respondents should visit the Government Portal website on a regular basis during the Procurement process.**