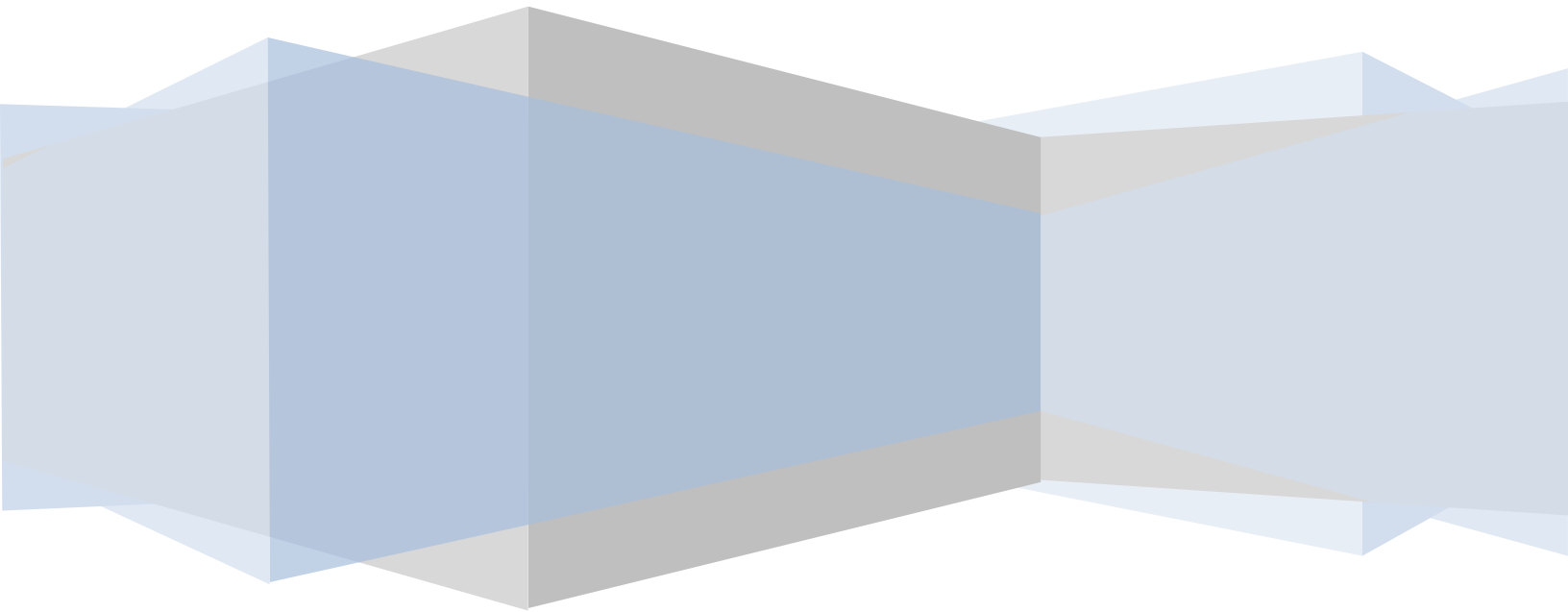




Request for Proposals

for
IT Support Services





Bermuda Economic Development Corporation

www.bedc.bm

Sofia House, 48 Church Street,
Hamilton HM11, Bermuda

Telephone: (441) 292-5570
Fax: (441) 295-1600

BEDC – RFP 2021/01

September 7, 2021

Request for Proposals

IT Support Services for BEDC

1. Executive Summary

- 1.1 The Bermuda Economic Development Corporation (BEDC) is desirous of engaging a fully outsourced IT management vendor to provide BEDC information technology services in the areas of network analysis and technical support, systems support, computer operations support, PC desktop technical support, software integration support, telephone system support, and assistance with emerging technologies and accessories. The qualified vendor will enable BEDC to significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost and maximize return on IT investment.
- 1.2 The following Project Scope section, below, provides more detailed information concerning the nature of the IT Support Services desired by the BEDC.
- 1.3 The following guidelines outline the process by which BEDC will elicit and evaluate proposals and award a contract.

2. Submission Deadline

Vendor proposals must be submitted by **5.00 pm Monday October 4th, 2021**. Proposals received after the deadline will be deemed non-compliant and will not be considered.

3. Proposal Submission

- 3.1 Proposals may be submitted via email to esmith@bedc.bm with a copy sent to kcaines@bedc.bm. Emails that contain RFP proposal submissions should contain the following information in the subject line: “**BEDC IT Support Services - <Company Name>**”.
- 3.2 Proposals may also be mailed, or hand delivered to the following address:
Bermuda Economic Development Corporation
Sofia House, 48 Church Street
Hamilton HM 12
Bermuda
Attention: Erica R. Smith
- 3.3 All proposals and accompanying materials shall become the property of BEDC upon receipt and will not be returned.

- 3.4 All conditions contained within this RFP shall be considered accepted by service providers that participate in this solicitation.
- 3.5 All information submitted with the RFP will be kept confidential. BEDC is not obligated to award orders or contracts to vendors that participate in the RFP process.
- 3.6 Provisions of this RFP and the contents of the successful proposal may be included in the final contract.

4. Vendor Response Requirements

- 4.1 A description of BEDC's scope for the **IT Support Services** is set forth in the Project Scope included in this RFP. Vendors should contemplate and incorporate the details of the Project Scope in their proposal submissions.
- 4.2 **Submissions must include the following information:**
 - 4.2.1 **Project Methodology** – A description of the proposed approach for fulfilling the requirements of the RFP must be included. The description should set-out the methodology for the project, as well as the processes that will be used to coordinate the project.
 - 4.2.2 **High Level Project Plan** – This will describe how the vendor proposes to deliver the proposal and comply with the cost schedule referred to in paragraph 4.2.5 below.
 - 4.2.3 **Proposed Partnering Vendors Plan** – The name, address and payroll tax ID number of any proposed service provider(s) or partnering vendor(s) must be included. Additionally, the proposal must identify specific tasks, if any, that will be assigned to the partnering vendor(s). BEDC reserves the right to evaluate and refuse any partnering vendor(s) proposed.
 - 4.2.4 **Proposed Responsibilities of BEDC** – A list of any proposed tasks/expectations of BEDC must be included in the proposal.
 - 4.2.5 **Cost** – A statement of the total estimated costs for the project must be provided. The cost statement must include, but not be limited to, a breakdown of hourly and daily rate(s) billable in Bermuda dollars and an estimated number of hours and days through completion of the project. A cost schedule must be included that contains a breakdown of phases and tasks associated with the time and costs
 - 4.2.6 **Social and Economic Factors** – The proposal must include the following information:
 - 4.2.6.1 Whether the bid is a local Bermuda-owned business and if not, then the proposal requires partnering with a Bermudian firm;
 - 4.2.6.2 The size of the business (small, medium, or large) as per the definitions contained in the Bermuda Economic Development Corporation Act 1980; and
 - 4.2.6.3 The percentage of workforce that is Bermudian.
 - 4.2.7 **Signature** – The proposal must contain the signature of a duly authorized officer or agent of the company submitting the proposal.

4.2.8 **Confirmation of Non-Collusion** – The proposal must contain a Certification of Confirmation of Non-Collusion signed by a duly authorized officer or agent of the company submitting the proposal.

5. Pre-submission Information

All inquiries regarding this RFP must be made by email with “**BEDC IT Support Services RFP Inquiry**” in the subject line, by **5.00 pm Thursday September 16th, 2021**. Please send all inquiries to esmith@bedc.bm with a copy to kcaines@bedc.bm. All vendors will be notified of the inquiries, without identifying the source, along with the response provided by BEDC by Monday September 20th, 2021.

6. Vendor Responsibility

It is the responsibility of the vendor to ensure that it has a thorough understanding of the instructions and requirements set forth in this RFP. If additional information or clarification is needed, questions should be submitted in writing as described in Section 5.

7. Amendments

Prior to the submission deadline, BEDC may modify, amend or revise any guidelines and/or requirements within this RFP. BEDC will notify all vendors in writing of any change(s) to the RFP, including any change to the submission deadline and/or any subsequent date for new submissions.

8. Evaluation Process

- 8.1 The proposals submitted to BEDC will be evaluated in accordance with BEDC’s Financial Instructions with best-practice guidance informed from the Government of Bermuda’s procurement process. Although such evaluation **may** result in the award of a contract, BEDC reserves the right to decline to award a contract to any vendor pursuant to this RFP. Additionally, BEDC reserves the right to award contracts to more than one vendor pursuant to this RFP.
- 8.2 BEDC may evaluate the proposals in a two-stage process. If it decides to do so, the first stage will result in a short list of prospective vendors. In the second phase the short-listed vendors may be asked to attend an interview and present their proposals before a BEDC RFP Scoring and Selection Committee prior to selection of the final vendor.
- 8.3 Proposals will be evaluated based on responsiveness to the requirements of this RFP as well as the quality and effectiveness of the proposal.
- 8.4 If BEDC decides it wishes to proceed with engaging a vendor, it is anticipated that the successful vendor will be selected by **5.00 pm Friday October 29th, 2021**. All vendors who submit proposals will be notified of the identity of the successful vendor.

9. Validity of the Quote

Any quote must remain open for acceptance for a period of not less than sixty (60) calendar days after the closing date of the RFP.

10. Contract

Execution by the successful vendor of a contract that outlines the Terms, Scope of Work and Costs will be required. The service provision will commence after the contract has been fully executed. BEDC shall incur no costs or liability to any vendor prior to initiation of the service provision. All contracts are subject to a final review by BEDC Executive Director and/or BEDC Board of Directors.

11. Acceptance and Authority to Cancel the RFP

BEDC will not be obliged to accept the lowest price or any of the proposals submitted in response to this RFP. Each vendor acknowledges and agrees that BEDC will have no liability or obligation to any vendor, except to the vendor awarded a contract, if any. BEDC reserves the right to cancel this RFP without any obligation or reimbursement for cost, materials, or time associated with the vendor preparation of their proposal.

12. References and Qualifications

Before awarding a contract, BEDC reserves the right to require the vendor to submit evidence of qualifications it deems appropriate. This evidence may include references from prior customers, information regarding business ownership and financial soundness, and relevant technical experience of the vendor.

13. Delivery

A public notice will be posted in the Government Gazette, the daily newspaper and on BEDC's website. This RFP can be downloaded from BEDC's website. The RFP will also be issued through our Business Register database. In addition, it will be delivered via email upon request.

14. General

- 14.1 All proposals will be considered final upon receipt. No additions, deletions, corrections, or adjustments will be accepted after submission.
- 14.2 Proposals received after the submission deadline will be deemed non-compliant and categorised as a "NO BID". The time stamp for proposals submitted electronically will be that of the BEDC email server. It is the vendor's responsibility to allow sufficient time for electronic transmission and/or physical delivery of their proposal.
- 14.3 Following the award and acceptance of the final contract, a letter or email will be issued as a notice to proceed to the successful vendor. Payments will be made in accordance with the terms and conditions set forth in the final contract.

15. Project Authorities

Executive Sponsor
Project Manager

Erica Smith, Executive Director
Keitha Caines, Director of Finance, Data &
Administration

16. Summary of Key Dates

Request for Proposals published	Tuesday September 7, 2021 9:00 am (AST)
Deadline for inquiries	Thursday September 16, 2021 5:00 pm (AST)
Release of Inquiry Answers	Monday September 20, 201 5:00 pm
Submission Deadline	Monday October 4, 2021 5:00 pm (AST)
Vendor selection (this date subject to change and respondents will be notified accordingly)	Friday, October 29, 2021 5:00 pm (AST)

Project Scope

1. Introduction

- 1.1 The Bermuda Economic Development Corporation (BEDC) is soliciting proposals from qualified professional vendors for IT support services. The qualified vendor will provide BEDC IT services in the areas of network analysis and technical support, systems support, computer operations support, PC desktop technical support, software integration support, telephone system support, and assistance with emerging technologies and accessories. The qualified vendor would provide necessary technical services, which would enable the BEDC to:
- a) significantly improve information technology (IT) effectiveness,
 - b) enhance its quality of services, and
 - c) minimize its support cost and maximize return on IT investment.
- 1.2 The ideal vendor will resolve computer systems and network issues in accordance with maintenance and support benchmarks. The successful vendor will be expected to organise Help Desk service calls efficiently and to ensure that there is **no** significant computer downtime during normal working hours, generally 8:00AM to 6:00PM, Monday through Friday. The vendor is expected to report on status of technology issues and communicate effectively with the Director of Finance, Data and Administration.
- 1.3 BEDC does not have an IT Department and is currently using an outside vendor service to provide maintenance and support on a contractual basis for its user community.
- 1.4 There is one (1) Microsoft Windows server being utilised throughout the BEDC's departmental infrastructure. This server uses Windows 2019 and has various memory and hard-drive sizing. There is a backup server. Other detailed information about the specifications is available for review, as necessary.
- 1.5 BEDC has at least 20 PC's and Laptops to be covered under the service and support agreement with the successful vendor. These assets are located throughout four different buildings – 2 in Hamilton, 1 in Somerset and 1 in St George's. The addresses and locations are available upon request. These IT assets vary by manufacturer, aging, specifications, software and service pack versions. Windows 10 Professional is the prevalent operating system used on the workstations. BEDC deploys Bit Defender GravityZone as its prevalent anti-virus software and uses various versions of Windows software.
- 1.6 BEDC operates a Business Register to manage their clients membership and product information. This is a custom-built web application developed for the BEDC and includes web 2.0 enhancements. Details about this Business Register can be made available upon request.
- 1.7 BEDC has a hard-wired IT network as well as an internal wireless network.
- 1.8 BEDC's website was redeveloped in 2018 and uses Word Press and is currently being updated with a new template and functionality utilizing Word Press. This site was recently upgraded, in 2021. Details about the redeveloped website can be made available upon request.

2. Project Objective and Concept

- 2.1 BEDC is looking for a maintenance and support programme to be designed under two major categories. These categories are **Preventative Maintenance** and **As Needed Maintenance**, to accommodate departmental system activities and user equipment performance.
- 2.2 BEDC expects the vendor proposal to define, in detail, the approach to be used in the above categories. Distinction of time and material costs for these efforts are important to billing BEDC and future budget considerations.
- 2.3 The details of the project scope are outlined in the following section.

3. Work Scope & Deliverables

- 3.1 **Initial Assessment** – Review of the inventory, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted DEC 1st as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.
- 3.2 **Desktop Application Support** – This to consist of:
 - 3.2.1 Performance of basic support functions, including the installation of PC's, laptops, printers, peripherals, office software, copiers, phones and mobile devices; diagnosis and correction of desktop application problems, configuring of PC's and laptops for standard applications.
 - 3.2.2 Identification and correction of user hardware and software problems, with advanced troubleshooting as needed.
 - 3.2.3 Maintenance of an updated inventory of all related computer related hardware, to make available to BEDC personnel upon request.
- 3.3 **Server and Workstation Administrative Services** – This to consist of:
 - 3.3.1 Management of networks and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability and recoverability of the systems.
 - 3.3.2 Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all Help Desk tickets for both on-site visits and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed.
 - 3.3.3 Configuration management, including changes, upgrades, patches, etc. is maintained; management of user login's and password security is documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

3.4 Network Administration Services – This to consist of:

- 3.4.1 Maintenance and support of network equipment, including switches, firewalls, routers and other security devices is included.
- 3.4.2 Installation and maintenance of printers, scanners, network devices, et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment.

3.5 Email, Security and Backup Efforts – This to consist of:

- 3.5.1 Maintenance of BEDC's email accounts using the BEDC domain, adding, changing, and/or deleting BEDC employee accounts as requested; maintenance of virus detection programmes on the BEDC servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the designated BEDC person are required.
- 3.5.2 Configuration of the BEDC systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the BEDC Designee is required.
- 3.5.3 Requirements for a data backup policy, with procedures in place to handle daily, weekly and monthly backup of the computer, data and information, email and the like; programme to restore systems and data if servers and/or computers go down, are required.

3.6 Business Register & Website – The vendor will liaise with the service providers for the Business Register and Website to ensure that they are both meeting BEDC's IT standards and integrating well. Also, to ensure that those platforms are maintained and functioning, including preventative maintenance and ensuring their integrity.

3.7 Planning – This to consist of:

- 3.7.1 Engineering, planning and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary.
- 3.7.2 Installation of new equipment, software and transfer existing data when acquired, will be needed.
- 3.7.3 Identifying cybersecurity risks and planning new cybersecurity policies as needed.

3.8 Help Desk Support – This to consist of:

- 3.8.1 Implementation of Help Desk procedures under policy constraints of the successful vendor.
- 3.8.2 End user support that is timely, friendly and professional.
- 3.8.3 Urgent and emergency support must be available 24/7/365. Routine support must be available Monday – Friday from 8:00 am to 6:00pm for BEDC employees.

3.9 End User Training – This to consist of:

- 3.9.1 Training for various technologies as needed. This would normally be for common software or hardware used in a business setting or new equipment installed. This can be at the request of BEDC or when a need is identified by the vendor. This

cost for trainings would be negotiated per training and in addition to the on-going contract services.

3.10 Onsite Support – This to consist of:

3.10.1 Regular scheduled and dedicated onsite support to address BEDC hardware and software issues. Additional onsite support may be needed for major projects.

3.11 Computer Inventory and Disposal – This to consist of:

3.11.1 Frequent hardware inventory reporting at an agreed upon time frame. Disposal of surplus electronic equipment must be coordinated with the Director of Finance, Data and comply with BEDC policies.

3.12 Not Included – The contract to be awarded does not obligate BEDC to purchase computer equipment, hardware devices, cabling, licenses, software, et al from the successful vendor. *Replacement parts are not part of this contract.* The scope also does not include computer equipment and networks not owned by BEDC.

4 Contacts

It is anticipated that the following contacts will need to be consulted during the development of vendor responses:

Executive Sponsor

Erica Smith, Executive Director

Project Manager

Keitha Caines, Director of Finance, Data & Administration

About BEDC

The Bermuda Economic Development Corporation (BEDC) was established in 1980 as the Bermuda Small Business Development Corporation (BSBDC). This joint venture between Bermuda's banks and the Government was formed to actively assist the development of a strong, well-managed and prosperous small business sector in Bermuda. In 2011, the BSBDC Act was amended to expand its remit. As a result, the BSBDC changed its name to BEDC to encompass its expanded legislation. Under the new legislation the Corporation performs the following functions:

- a. the granting of loans or other forms of financial assistance, to assist persons in establishing, carrying on or expanding small businesses, medium-sized businesses and entities within economic empowerment zones;
- b. the provision of technical advice or assistance to persons who are seeking or who are granted financial assistance;
- c. to operate and manage markets;
- d. to oversee and manage the development and implementation of the economic empowerment zones; and
- e. the maintenance of a Register of Small Businesses, Medium-Sized Businesses and Economic Empowerment Zone Business Entities,

Definitions

Under BEDC Act 1980, a "Small Business" is defined as: Bermudian – owned and managed, operating locally, having an annual gross payroll not exceeding five hundred thousand dollars (\$500,000) or having annual sales revenues of less than one million dollars (\$1,000,000).

Under BEDC Act 1980, a "Medium Sized Business" is Bermudian owned & owner operated – business enterprise with at least three of the following attributes:

- a. Gross annual revenues between \$1 million and \$5 million
- b. Annual payroll between \$500K and \$2.5 million
- c. A minimum of 11 and a maximum of 50 employees
- d. In operation for a minimum of 10 years
- e. Net Assets of less than \$2.5 million

Further information can be found at www.bedc.bm.

REQUEST FOR PROPOSALS FORM of TENDER

All sheets form part of the tender

LUMP-SUM BID

TO: EXECUTIVE DIRECTOR - BERMUDA ECONOMIC DEVELOPMENT CORPORATION

Having examined the tender documents as well as the relevant conditions affecting this work, we the undersigned, offer to complete the project for the sum of:

(Figures) **BD\$**

(Words) **Bermuda Dollars**

We agree to abide by this tender for sixty (60) calendar days from the date fixed for receipt of tenders, and understand that you may accept/reject any bid you may receive.

CONSULTANT INFORMATION

1. CONSULTANT'S PAYROLL TAX NO.:

2. CONSULTANT'S SOCIAL INSURANCE NO.:

FINANCIAL STABILITY

We confirm that we, the undersigned, are conducting business as a proper legal entity and are not delinquent in making payments for outstanding debts for Government receivables such as Social Insurance contributions and Payroll Tax.

If in arrears that we have a signed agreed payment plan(s) and are making the payments as per the agreement.

SIGNED (Block Letters):

(Signature):

ON BEHALF OF:

(Company)

ADDRESS:

COMPANY FAX. NO.:

COMPANY EMAIL:

COMPANY PHONE NO.:

(Main/Cell)

DATED:

CERTIFICATE OF CONFIRMATION OF NON-COLLUSION

Notes for the tender/bidder

The essence of Open Tendering is that the Bermuda Economic Development Corporation shall receive bona fide competitive Tenders from all persons Tendering. In recognition of this principle, all companies submitting a tender will be required, by way of the signature of the Company Principle, state their agreement to the statements below, which indicates that the tender has been submitted without any form of collusion.

The Certificate of Confirmation of Non-Collusion is a mandatory requirement from all bidders. Any bids submitted which do not include a signed copy of the Certificate will be wholly rejected and will not be included in the evaluation process.

If it is later found that the undertakings made below have been breached at any stage of the process, the bidder will be expelled from the process immediately. In the event that this is discovered after a contract award, legal action may be taken against the bidder and/or any party involved in the matter.

False submissions may also exclude the bidder, and any other person or company involved in collusion, from bidding for future contracts tendered by the Government of Bermuda.

Confirmation of non-collusion

I/We certify that this is a bona fide Tender, intended to be competitive and that I/We have not fixed or adjusted the amount of the Tender or the rates and prices quoted by or under or in accordance with any agreement or arrangement with any other person.

I/We confirm that we have not received any additional information, other than that contained within the tender pack, or supplementary information provided to all bidders.

I/We also certify that I/We have not done and undertake that I/We will not do at any time any of the following acts:

- (a) communicating to a person other than the tender administrator the amount or approximate amount of my/our proposed Tender (other than in confidence in order to obtain quotations necessary for the preparation of the Tender for insurance) or
- (b) entering into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any Tender to be submitted; or
- (c) offering or agreeing to pay or give or paying any sum of money, inducement, gift /hospitality or valuable consideration directly or indirectly to any person in relation to this tender.

Signed

Date

Printed Name and Title

Company Name

Signed

Date

Printed Name and Title

Company Name