



The following addendum supersedes information contained in the Instructions to Bidders, Scope of Work issued for the RFP to the extent referenced. This Addendum forms part of the RFP documents and will be subject to all of the conditions set out in the contract conditions.

This Addendum # 1 contains 18 pages.

Addendum #1

1) Bidder's Questions (Q) and Government's Responses (R)

Q1 Would you consider a design/build approach?

R1 The tight timeline and budget constraints will not allow for a design build approach to this project.

Q2 What is the timeline to have this product fully functional in production?

R2 At this time it is expect that the system must be fully functional and in production by March 2018, although this may change.

Q3 The RFP indicates that the annual volume is 575,000 visitors to Bermuda each year. Can DOI confirm the following:

Q3 a. Projected annual increases year over year for the duration of proposed term of the agreement

R3 a. This information will be provided at a later date.

Q3 b. Distribution between airport arrivals and all other ports of entry

R3 b. The annual volume of 575,000 that was quoted in the RFP was for 2015 and did not include residents returning to Bermuda. The numbers below are actual 2016 numbers and include visitors and residents of Bermuda, this is a more accurate reflection of the volume of expected arrivals:

Air	351,000
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Cruise Ship	402,000
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Q3 c. Number of immigration booths used for entry (and exit if applicable) at the existing airport

R3 c. 16 terminals



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Q4 What is the current distribution of workstations across all locations within the existing system? How many new entry workstations/booths are planned for the new airport?

R4 There is a need for the following number of workstations:

Existing Airport - 16

Executive Jet Facility – 2

New Airport – 6 Self Service Kiosks and 10 terminals

Q5 It is understood that e-Manifests are envisioned for the creation of exit records.

Q5 a. How will exit records be addressed at smaller ports of entry (i.e. small harbors)?

R5 a. This requirement is currently only applicable at the airport but may be required at the Executive Jet Facility and Yacht Reporting Centers in the future.

Q5 b. Are exit workstations required at those select locations?

R5 b. At this time, it is anticipated that terminals will only be required at the Executive Jet Facility, the need for terminals at the other locations will be determined in the future.

Q5 c. If so, where are those locations?

R5 c. The Executive Jet Facility is located in a separate building from the main airport building but is located on the airport property, the Yacht Reporting Center is located on Ordinance Island in St. George's.

Q6 Section 2.27.4 makes reference to 'material deviations' which could result in rejection of the bid.

Q6 a. As the technical requirements of this RFP are prescriptive in select areas, can DOI clarify which elements are considered mandatory versus highly desirable?

R6 a. Consider all requirements as highly desirable.

Q6 b. Will vendors be disqualified for not complying with all requirements? Which requirements would result in disqualification if the proponent was not compliant?



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R6 b. All proposals will be considered in their entirety, no single requirement will disqualify a vendor's proposal.

Q7 Where are the current border control and backup servers located? Is it proposed to locate servers for the new solution in the same locations?

R7 The Border Control application and backup servers are located at the airport. Future servers will be located in the same location as the current servers until the new airport is available.

Q8 Where will the servers be deployed for the new system? Is the expectation that the vendor will integrate within an existing DOI server environment (e.g. racks), or supply the entire database framework?

R8 The new servers will be located in existing facilities and racks at the airport.

Q9 What is the communication infrastructure (type, bandwidth) available for the new system? How many sites are within scope for the new system?

R9 All systems are located in the offices of the Government of Bermuda; LAN speed 1GB, WAN speed 500MB.

Q10 Can DOI confirm all external systems to which the new system must interface with? For example, there is no mention of INTERPOL's web services, despite it being a relatively standard watch list check for modern border systems.

R10 The only existing system the new system must interface with will be the CRM system although having the ability to interface with other systems such as INTERPOL web services is desirable.

Q11 Section 12 identifies the requirement for data conversion.

Can DOI provide information regarding all legacy systems including:

Q11 a. Data format, structure, and size

R11 a. All data is in SQL Databases, there is approximately 100GB of data.

Q11 b. Storage media and location



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R11 b. Data is stored on SANs located at the airport and the Government Administration building.

Q12 The RFP highlights the interface with the Client Relationship Management (CRM) and Judicial Enforcement Management System (JEMS), as well as CIM and APS.

For each system, can DOI confirm the following:

Q12 a. Do these systems exist today? Are they integrated with the current BMS?

R12 a. All of these systems exist, only CRM is integrated with BMS the other applications interface with CRM.

Q12 b. What data set is planned for exchanged with the BMS (text, photo, scanned files/images, etc.)?

R12 b. All of these data types will be exchanged with BMS.

Q12 c. Are there interface and/or technical documents available for those systems?

R12 c. Yes, to be provided at a later date.

Q12 d. Where are the systems located? What is the communication method (and available bandwidth) to those systems (in reference to the processing time requirements)?

R12 d. All systems are located in the offices of the Government of Bermuda; LAN speed 1GB, WAN speed 500MB.

Q13 Appendix A1 states: The system must have the ability to access the de-duplication process to properly flag people from the manifest as stop list entries.

Can DOI provide an example of what is expected to be addressed by this requirement?

R13 The manifest and the stop list entries need to be compared in real time to avoid wrongfully landing a person who has/has not met the requirements to be removed from the stop list.

Q14 Appendix A1 states: The system must have the ability to link e-manifest information to a passport number stored in the Passport system. The system must also have the ability to identify stolen passports by nationality.

The above paragraph needs to be corrected it is not clear there is no connection to passport system.

The requirement notes the 'Passport system'.



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Q14 a. Is the BMS expected to interface with any passport or travel document issuing system (e.g. Bermudian ePassport system) outside of the CRM? If the answer is yes, can you please provide the interface specification for the passport or travel document issuing systems.

R14 a. BMS will interface with CRM, any interaction with a passport system or travel document issuing system will be via the CRM application.

Q14 b. Is the intent of this requirement to ensure the flight/vessel information is automatically linked with the passport number associated with the traveler's crossing record?

R14 b. Yes, in the future.

Q14 c. The system is also expected to identify stolen passports by nationality. Presumably, will the nationality search be conducted with the passport number? Otherwise, the system would generate considerable false positive hits for nationality alone.

R14 c. Yes

Q15 Appendix A1 states: The system must have the ability to process the e-manifest against the Work Permit database to ensure that a person is cleared to enter.

Q15 a. Is there current Work Permit database to which the system must interface with? Are there interface details available as well as the CRM?

R15 a. There are no interfaces today to the Work Permit system from BMS but this may be required in the new BMS.

Q15 b. Is this a 'text only' query against the Work Permit system, or is it necessary to be able to access images (e.g. photos), records (supporting documents), etc.?

R15 b. There is no interface today, this will be determined in the future.

Q16 Appendix A1 states: The system must have the ability to generate a traffic report which contains a summary of total passengers by nationality, risk, residents vs. visitors, lookout and watch.

The requirements for the traffic report are clear, except for the term 'risk'. What kind of report is envisioned?



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- R16 A simple report that shows passenger name, nationality, country of residence, whether they are on a watch list or lookout list and risk. An example of a risk may be an area the WHO identified as a risk area.
- Q17 Appendix A1 states: The system must have the ability to drill down to the individual travelers on the summary traffic report.
Can DOI confirm that the summary traffic report is a specific list of travelers for a given period from which the detailed traveler report can be derived?
- R17 Confirmed
- Q18 Appendix A1 states: The system must have the ability to link individuals by genetic groups.
Does the term 'genetic group' refer to family members associated with an individual's crossing?
- R18 Yes
- Q19 Appendix A1 states: The system must have the ability to track demographic information to identify the client such as Date of Birth, Gender, Age, and Ethnicity.
Does the term 'ethnicity' refer to the nationality as contained within the passport's machine-readable zone?
- R19 Please replace ethnicity with nationality.
- Q20 Appendix A1 states: Demographics can be changed at any time for any person in the system.
Once a demographic profile has been created for a traveler and/or a watch list alert profile established in the system, it may have a significant affect if the demographic variables are randomly editable. For example: in primary inspection, an actor who is able to modify the biodata after the alert check (and match) could circumvent the check by changing the field associated with the alert.
Can DOI clarify specifically where and when the demographic is expected to be modified and under which circumstances?
- R20 Demographic changes will happen on a case by case basis and will require senior level approval for any such changes. An example of a change may be caused by a change in marital status.



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- Q21 Appendix A1 states: The system must have the ability to scan arrival cards for passenger images.
Does the term “passenger images” refer to the image of the passenger’s arrival card?
- R21 Yes
- Q22 Appendix A1 states: The system must have the ability to randomly assign receipt codes on customs receipts that indicate passenger risk.
Is there a requirement for the system to produce a physical receipt for each passenger with the risk code, or is this requirement specifically related to future automated passport control technology whereby the kiosk produces a receipt containing the risk code? Additional details for this requirement are requested.
- R22 Yes, this a current and future requirement, details to be defined at a later date.
- Q23 Appendix A1 states: Codes identifying passenger risk change daily.
Can DOI confirm that the risk code is basically a random daily assignment by either ‘accept’ or ‘referral’ criteria? For example, 1C could mean ‘ok’ one day, and then 3X is the ‘ok’ code the following day?
- R23 Confirmed, this is a random daily assignment.
- Q24 Appendix A1 states: The system must have the ability to accept departure date extensions from the Applications Processing System once the appropriate paperwork has been filed and processed by the Department of Immigration permitting an extension.
- Q24 a. Is there an existing APS connecting to the legacy BMS?
- R24 a. No, only interface with APS is through CRM
- Q24 b. If yes, what is the interface (current and/or planned) for integration with the new BMS?
- R24 b. N/A
- Q24 c. Are specific data elements required to be accessed/displayed within the BMS from the APS?
- R24 c. No.



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- Q25 Appendix A1 states: The system must have the ability to allow an actor to manually clean the scanned data from the Arrival's card for research and evaluation.
- Q25 a. Does the term 'clean' refer to performing data entry information from the Arrival's card scanned image?
R25 a. This is no longer a requirement
- Q25 b. What specific data is to be extracted from the card in this context?
R25 b. N/A
- Q26 Appendix A1 states: The system must contain all of the features for cruise ship manifests as indicated in the Manage Passenger Manifests use case.
- Q27 Appendix A1 states: The system must contain OCR capability to dynamically resolve scanned data from the Arrival's card to be used within the database.
It is understood that the system must scan an image of the Arrival card.
- Q27 a. What additional data fields must be captured from the card that necessitates OCR capability, which are not already contained within a passport's machine-readable zone?
R27 a. Address, length of visit, purpose of visit, accommodation, host name, email address.
- Q27 b. Does this OCR requirement refer to 'check boxes' on the arrival card?
R27 b. Yes
- Q27 c. Is there a requirement to interpret handwritten data provided by the traveler? If required, it will be necessary to assign significant staff and workstations to validate this type of automated data capture, owing to the diverse and inconsistent handwriting styles.
R27 c. OCR is only required for the fields noted above.
- Q28 Appendix A1 states: The primary portions of the system will be accessible to users via a web browser.



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Q28 a. What is the definition of “primary portions”? Does this refer to other stakeholders who must interface with the new BMS in order to perform data searches, produce reports, etc.?

R28 a. “Primary portions” refers to the passenger arrival fields that need to be accessed by H.M. Customs officers on the Primary Line.

Q29 Appendix A1 states: The system must have the ability to allow actors to configure alerts/notifications based on events that occur or do not occur in the system. Can DOI provide a specific definition and examples for what type(s) of notifications must be configurable by the system actors?

R29 Notes for arriving passengers that will assist officers with a decision to land or not to land arriving passengers

Q30 Appendix A1 states: The system must have the ability to populate individual work queues and emails with alerts and notifications. Can DOI provide additional details for this requirement?

R30 This will be provided in the future.

Q31 Appendix A1 states: The system must have the ability to allow actors to edit the parameters of a reminder created by that actor. Can DOI clarify what parameters of the reminder are required?

R31 To be clarified at a later date.

Q32 Appendix A1 states: The system must be able to send alerts based on events, thresholds and actions recorded in the system. Can DOI clarify the specific alerts (or an estimated number) that are to be supported by the system?

R32 Visitor overstays, work permits expired, passenger on stop list.

Q33 Appendix A1 states: The system must have the ability to send notifications to external agencies regarding agency policy changes, and updates.

Q33 a. Can DOI clarify which external agencies are within scope, and the nature of that data is to be transmitted?

R33 a. Airlines – visa policy changes, documents required for landing
Executive Jet Facility - visa policy changes, documents required for landing



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Q33 b. Similarly, what information is to be transmitted to third parties regarding a change in a person's status?

R33 b. Nothing

Q34 Appendix A1 states: The system must allow an actor to assign create, read, edit and delete permissions for every function in the system to a user or to a role. The intent of this requirement is understood. However, the requirement of addressing "every function" could be interpreted different ways as to the level of granularity required. Can DOI confirm that the vendor will be expected to define what is supported by its system?

R34 Yes, confirmed

Q35 Appendix A1 states: Users are not required to be assigned a user role in order to have permissions in the system. Can DOI confirm the intent of this requirement? Is this in context of external stakeholders with 'read only' access to select system elements, such as reports? Users are typically required to have some form of permissions in the system, in order to protect against unauthorized access.

R35 This statement was incorrect, it should read "Users are required to be assigned a user role....".

Q36 Appendix A1 states: The system must have biometric capability. Can DOI confirm that that requirement is for future capability? Otherwise, additional information is requested regarding the type of the biometric required (e.g. fingerprint, iris, facial recognition, etc.), size of the data base, projected usage, and performance expectations.

R36 Biometric capability will be required for the system once in place prior to the opening of the new airport in June of 2020. The specifics of the biometric capability will be determined at a later date.

Q37 Where best / leading practices recommend or require policy and legislative changes for the new border management system, what is the responsibility of your selected vendor?



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- R37 Any policy or legislative changes are the responsibility of the Government of Bermuda not the vendor.
- Q38 What data sharing and reporting requirements are anticipated for entities internal and external to the Bermuda Government?
- R38 At this time there are no requirements to share data.
- Q39 Please list and describe other projects that have or will be initiated to support this project.
- R39 None at this time.
- Q40 Describe your current system used for border management.
- R40 The current system is being replaced.
- Q41 Is the vendor responsible for evaluating your current risk assessment model and assisting with the development of a risk assessment to support your future state?
- R41 No
- Q42 Please list, describe and prioritize key border management system metrics
- R42 Key Border Management System Metric:
- Time to process a passenger
 - Accurate capture of passenger data
 - Proficient and reliable reports
- Q43 Is there a preference for a Pre-existing “Off the Shelf” system, or is the development of a new customs application an option?
- R43 DOI wants a quality system that meets its requirements, but the tight timeline and budget constraints will not allow for a design build approach to this project.
- Q44 In Appendix A, section 5a, “Email Integration”, it mentions MAPI compliant emails, but the rest of the requirements do not point to the need for MAPI functionality. Would the use of SMTP and POP3 to handle Outlook/Exchange compliant emails be acceptable?
- R44 Yes this will be acceptable.



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Q45 Is it possible to get a full list of systems, including product names and versions, with which the new BMS will need to integrate?

R45 Yes, this will be provided at a later date.

Q46 Is it possible to obtain examples of the various manifests that the new BMS system needs to be able to import?

R46 Yes, see below:

Flight	AA1325
Passenger Count	58
Crew Count	6
Passengers Processed	58
Status	Cleared

Surname	Forename(s)	Birth Date	Nationality	Document Number	Pre-cleared Status	Status
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*the "Status" field is populated by BMS and does not involve the Manifest.

Q47 In Appendix A1 – Statement of Requirements checklist, the RFP mentions a "Manage Passenger Manifests use case". Can we obtain a copy of that "Use Case", and any others that might be applicable?

R47 Yes, this will be provided at a later date.

Q48 In Appendix A1 – Statement of Requirements checklist, the RFP mentions a "Multi-dimensional search facility", which seems to imply searching information in multiple systems. Which other systems should be included in this search mechanism?

R48 Search facility will need to be able to search BMS and CRM.

Q49 In Appendix A1 – Statement of Requirements checklist, the RFP indicates that security roles can be assigned in "any single jurisdiction or combination of jurisdictions, from multi-local, regional to state". Can you please clarify this?

R49 Security roles will only be assigned to DOI staff.

Q50 In Appendix A1 – Statement of Requirements checklist, the RFP says, "The system must have biometric capability". What biometric capabilities are required?

R50 Specific biometric capability will be determined at a later date.



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Q51 The following systems are mentioned in the RFP. Is real-time integration required to all of these systems? Or can data be extracted from these systems periodically (for example a nightly batch job) and pulled into the new BMS system? If it is a mixture of both, can you please indicate which systems require which type of integration:

Document Management System

Reporting Tools

Bar Coding

GIS Systems

Client Relationship Management System (CRM)

Judicial Enforcement Management System (JEMS)

Passport System*

Work Permit Database

Application Processing System

* Interpol is implied with the check for stolen passports by nationality

R51 Current process involves integration with CRM on a batch basis, future required interfaces may be preferred to be real time.

Q52 In Appendix B, pages 35-36, there are multiple references to CRM data warehouse. Is there an existing CRM end-user application which accesses this data within the Immigration Department?

R52 Access to CRM is via a web interface.

Q53 Does the Government of Bermuda Immigration department (or any other border control agencies), possess existing interfaces to international airline and/or ship passenger manifests, stop lists and passport exception lists? e.g. databases from IATA, Interpol, etc.

R53 Not at this time, although this capability will be seen as beneficial in the future.

Q54 In reviewing Figure #3, it appears BMS passenger information will be shared with external Bermuda government agencies. Is it envisaged that this is via user access to BMS or will the BMS data be integrated with other departmental systems e.g. Police and Customs? If the latter, will the system protocols of these external agencies be provided upfront, so that the integration solution needed can be properly developed.



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- R54 Only HM Customs will have direct access to BMS data and this will be via user access to BMS.
- Q55 Is there an expectation to 'push' BMS stop list information these outside agencies, or will it be incumbent on the outside agency to reach into the BMS?
- R55 No outside agencies other than H.M. Customs will have access to BMS, they must ask DOI for stop list information.
- Q56 With reference to Appendix A1 – Statement of Requirements checklist, discussion on Stop list records. Will the Bda Department of Immigration provide the data fields required for inclusion in existing active and inactive Stop List records?
- R56 Yes, this will be provided at a later date.
- Q57 With reference to Appendix A1 page 30: "The system must have the ability to access the de-duplication process to properly flag people from the manifest as stop list entries". Can you please provide more information on the proposed de-duplication process?
- R57 See response R13
- Q58 In reviewing the RFP, it is not clear whether existing databases used by the Department of Immigration will be maintained or require replacement, (e.g. CRM?) Can this please be clarified?
- R58 CRM or other existing systems will not be replaced at this time.
- Q59 Given the importance and potential scope of this project, would the Immigration Department consider a 3-4 week extension to the proposal submission date to allow respondents to properly address the detail needed to respond to this RFP?
- R59 Yes, submission deadline extended to July 14, 2017.
- Q60 Proposal Submission Date: Cover Letter: In the cover letter, the due date of June 16 is stated, but at the bottom of the first page, there is text in bold stating: "Do Not Open Before June 6, 2017 ". Please confirm the proposal submission date of 6th June or 16th June.
- R60 This date will be extended to July 14, 2017.



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- Q61 Number of Terminals: The RFP does not mention the number of terminals required – essentially the number of entry/exit counters to be setup. This information is required to important for us to appropriately size the solution.
- R61 The number of terminals required:
2018 - 18 Terminals
- Q62 Additional Questions: Is there a mechanism to secure further clarifications (if any) as we continue to prepare our proposal? (Between today's date and proposal due date)
- R62 The date for the submission of questions has been extended to 10:00 A.M. June 9, 2017.
- Q63 Is the biometric system to be linked to biometrics obtained from the travelers' documents or are the biometrics to be obtained on arrival/departure from the traveler, or both?
- R63 Initially the biometrics should be obtained on arrival/departure from the traveler. At a later date the biometric data may be obtained from the traveler's documents.
- Q64 Do you intend to maintain traveler biographic and biometric records indefinitely or is there a limit in time for retaining records?
- R64 The current regulations require that this information be retained for ten years.
- Q65 Do you envisage a performance for matching one-to-one and one-to-many biometric matchers?
- R65 This question is not clear
- Q66 Do you require any data analytics processing functionality to query the traveler records?
- R66 This would be considered as a benefit of the new system if it had this capability.
- Q67 Can you please clarify the de-duplication process?
- R67 See response R13
- Q68 Can you please clarify the terminology, "e-manifest"?
- R68 E-manifest is the term used for the electronic version of the inbound and outbound passenger manifest.
- Q69 Can you identify the manifest format provided by Cruise Lines? Will it be e-NOA/D or some other form of message construct?



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- R69 There currently is no 'e-manifest' provided for the Cruise Ship; at least not how it is setup in BMS. For cruise ships, the passenger and crew lists are sent via email in a spreadsheet format to the Yacht Reporting Centre (YRC) and Marine Operations (whoever gets to it first). Once the spreadsheet is received it is manipulated and compared against the stop list which is updated once a week from Immigration system to Customs.
- Q70 Can you clarify the difference between a manifest summary and a traffic report?
R70 The manifest gives details on all passengers onboard (i.e. Name, DOB, Nationality). The Traffic Report gives particulars on the passengers and crew embarking and disembarking the cruise ship whilst in Bermuda.
- Q71 What is meant by storing a record by "category of name"?
R71 To be clarified at a later date.
- Q72 How will genetic groups be identified?
R72 Family members associated with an individual's crossing.
- Q73 Where will acceptable Bermudian addresses be derived from?
R73 The Bermuda Government Land Valuation System.
- Q74 Where will the "Master Person Index" be housed?
R74 CRM, which will be fed into BMS.
- Q75 Is it the expectation of this RFP to include the bidder to include document reader functions, including encrypted chip access?
R75 Yes
- Q76 Is it the expectation of the Government of Bermuda that the bidder will provide barcode technology?
R76 Yes
- Q77 Can a copy of the Manage Passenger Manifests use case be provided?
R77 To be provided at a later date.
- Q78 Will photography be allowed on pre-arranged site visits during the bidding phase of the RFP to help determine the operational environment?



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R78 Yes

Q79 In section 2.31.6 you state proposals may be rejected if substantially higher than the budget. Please describe the budget allocation for this BMS and if any operating revenues will be recovered from arrivals or departure taxes?

R79 Arrival and departure taxes aren't collected by the DOI; that is handled by another department. Budget information may be provided at a later date.

Q80 Are there specific requirements you need for cruise ship arrivals and departures beyond the passenger manifests?

R80 The DOI does not need anything beyond the passenger manifest.

Q81 Are the commercial container/cargo ship crew/passengers also required to be covered by the BMS?

R81 No, just passengers.

Q82 Are there specific requirements you need for arrivals /departures by private yachts?

R82 No

END OF ADDENDUM #1