



BERMUDA POLICE SERVICE

P.O. BOX HM 530
HAMILTON HM CX
BERMUDA
TEL: (441)-295-0011
FAX: (441)-299-4459

Ref:WO-6053

Date: October 24th 2016

Dear Respondents

LETTER OF INVITATION

Re: For the provision of Network and Server infrastructure support for the Bermuda Police Service

The Ministry of National Security through the Bermuda Police Services, (hereafter is known as BPS) is issuing a Request for Proposals (RFP) for 24/7 Network and Server infrastructure support (Level 3). The contract shall be for a period of one (1) year with the option to renew for a period not exceeding five (5) years.

The start date of the contract will be contingent upon the completion of the bidding process.

Please find the attached RFP for Network Infrastructure and Server support, which includes the instructions for the preparation and submission of the Bids, the rules that govern the bidding process and the form of agreement.

All proposals must be submitted electronically to Brent Furbert, bfurbert@bps.bm and please state in the subject line "**RFP BPS Network Infrastructure and Server support**". All Bids must be received no later than 15:00 hours on **November 21st 2016**. Late submission will not be accepted.

This Invitation and the attached Request for Proposals (RFP) documents can be found on the <https://www.gov.bm/procurement-notice> webpage along with any addendums.

All communication must be directed to Antoine Cannonier, acannonier@bps.bm, this also includes all questions or enquires regarding this bid. For all enquires, we ask that you clearly state in the subject line of the email "**Enquiry – Network Infrastructure and Server support**" and the area of concern in the body.

This letter is not to be construed in any way as an offer to contract with your firm.

We appreciate your interest in this invitation, and look forward to receiving your Bid.

Yours Sincerely,

Darrin Simons
Superintendent
Intelligence & Information Division

Table of Contents

- 1 Part 1 Instructions to Respondents..... 3
 - 1.1 Public Access to Information..... 3
 - 1.2 Executive Summary 3
 - 1.3 Eligibility and Qualifications..... 3
 - 1.4 Submission Deadline..... 3
 - 1.5 Summary of Key Dates 4
 - 1.6 Submissions Requirements 4
 - 1.7 Cost related to Quotation Preparation and submission 6
 - 1.8 Confidentiality..... 6
 - 1.9 Respondent’s Responsibility and Clarification Questions..... 7
 - 1.10 Non Collusion 7
 - 1.11 Period of Validity 7
 - 1.12 Evaluation..... 7
 - 1.13 Award of Contract 8
- 2 Part 2 Scope of Services 9
 - 2.1 The Service 9
 - 2.2 Requirements..... 9
 - 2.2.1 Server Management and Maintenance..... 9
 - 2.2.2 Network Devices 9
 - 2.2.3 File Directory and Print Services..... 9
 - 2.2.4 Problem Resolution..... 9
 - 2.2.5 Software Support..... 9
 - 2.2.6 Domain Names and DNS Administration..... 9
 - 2.2.7 Contingency Planning and Preparation 10
 - 2.2.8 Services beyond the RFP 10
- 3 Part 3 Description of the environment and existing Infrastructure..... 11
- 4 Part 4 Forms 13

Request for Proposals (RFP) Network infrastructure and server support

1 Part 1 Instructions to Respondents

1.1 Public Access to Information

Any information collected or used by or on behalf of the Government of Bermuda under this solicitation document is subject to the Public Access to Information Act 2010 (“Act”). The information belongs to a class of information that might be made available to the general public unless it is contained in a record that is exempt from disclosure under the Act. Any questions regarding the collection, use, or disclosure of the information should be directed to the public authority that issued this solicitation document.

1.2 Executive Summary

The Government of Bermuda, Ministry of National Security through the Bermuda Police Services (hereafter known as “BPS”) invites proposals from local firms for the provision of technical support of the organization’s wide area network and servers infrastructure—as laid out in Part 2 Scope of Services Required in this RFP.

The successful respondent will provide Level-3 24/7 network and server support and monitoring, email maintenance and support, security, and disaster recovery.

To accomplish this, it is expected that the successful respondent will be able to work effectively with BPS IT services technical staff, other BPS vendors (such as proprietary software vendors and internet service providers) to make the IT System a seamless process to the end user. It is also expected that the successful respondent will assist IT management with long-term planning to keep systems current and functional in the most cost-effective manner possible.

The overall goal of this RFP is to procure a comprehensive, reliable, and timely IT network infrastructure and server support that will help the BPS IT management and will support the BPS mission of serving its citizens.

The specifications herein are intended to convey the minimum requirements as developed by the BPS. The prospective contractor must meet the minimum requirements. In addition, the contractor is encouraged to offer items which (in the prospective contractor’s expert opinion) are deemed necessary or desirable.

1.3 Eligibility and Qualifications

The respondent must have previous experience supporting medium to large sized organization with locations across multiple sites.

The Respondent should have staff with demonstrated experience and proficiency in:

- VMware Environment
- Supporting multiple hardware manufacturers
- Support and maintenance of local and wide area Network system

1.4 Submission Deadline

- The Proposal submissions must be delivered no later than 15:00 hours ADT November 21st 2016
- Proposals received after 15:00 hours ADT, on November 21st 2016 will be considered as “**NO BID**” and “**VOID**”. The time stamp for Proposals submitted electronically will be that of the BPS mail server. It is the Respondent’s responsibility to allow sufficient time for electronic transmission and delivery, especially in the case of large files.

- All proposals will be considered final. No additions, deletions, corrections or adjustments will be accepted after the time stated above.

1.5 Summary of Key Dates

- The following schedule of activities is planned. All changes will be communicated to the Respondents by addendum being posted on <https://www.gov.bm/procurement-notice>.

Publish Request for Proposals	October 24 th 2016
Cut off for questions by respondents	17:00 hours ADT on November 10 th 2016
BPS response to questions will be posted on https://www.gov.bm/procurement-notice	November 14 th 2016
Submission deadline (Closing Date)	15:00 hours on November 21st 2016
Contract (tentative) start date	April 1st 2017

1.6 Submissions Requirements

- Proposals must be submitted electronically to bfurbert@bps.bm. Proposals will not be accepted by any other means.
- Proposal Submissions must be identified as “**RFP BPS Network infrastructure and Server support**” in the subject line of the email.
- Late proposals will not be accepted.
- Proposals must be submitted in PDF or Microsoft Office formats. Submissions will be checked to ensure that they are free from viruses. Incomplete Proposals or Proposals with corrupt files will be rejected. Proposals may be submitted in multiple files – please note there is a 2Mb size limit on each file.
- Proposal documents** must include the following information and shall be in the English.
- The respondent proposal should be clearly organized under the following headings**
 - Letter of Transmittal
 - General respondent information
 - Proposal with required forms and duly signed Certificate of Confirmation of Non collusion
 - Reports
 - Cost of Service
 - A copy of the respondent’s (sample) service level agreement Contract
- The letter of Transmittal must contain the following statements and information**
 - Company legal name, address, telephone number and website
 - Key Contact person – Name(s), telephone, fax, email
 - Business operating days and hours

- The Principal names and titles
 - The Business's Payroll Tax and Social insurance numbers
 - A brief statement of your understanding of the services to be performed and positive commitment to provide services as specified. Including the support and maintenance and documentation. Documentations
 - The letter must be signed by a corporate officer or person authorized to bind the respondent to the proposal and cost schedule.
- ii. General Respondents information
- Please provide the following information
- a. Official registered name (Corporate, D.B.A., Partnership, etc.), address, main telephone number, toll-free numbers, and facsimile numbers.
 - b. Key contact name, title, address (if different from above address), direct telephone and fax numbers.
 - c. Brief history, including year established and number of years your company has been offering managed services and/or applications support.
 - i. Length of time in business
 - ii. Length of time in business of providing proposed services
 - iii. Total number of clients
 - iv. Number of full time staff and percent which are Bermudian
 - v. Qualifications of your support staff – provide brief CV of these staff
 - vi. Location of Headquarters and any field offices
 - vii. Location of office which would service this account
 - viii. What is your (SLA) support model for all hours of operation (include emergency support options)
 - ix. Please describe your experience with Government agencies
 - x. Please describe your support experience with other companies that utilize VMWare
 - xi. What are your key differentiators regarding network support
 - d. Disclosure of any actual or potential conflicts of interest and any pending lawsuits.
- iii. Proposal Requirements
1. Respondent must respond to each task/deliverable in the Scope of Services section and include:
 - The respondent's overall support strategy/philosophy
 - The approach Respondent will take to carry out the work objective
 - Assumptions, i.e. requirements, risks, and expectations used to develop the proposal.
 - Description of how the firm is positioned to provide the services requested, with a history of experience of providing similar services.
 2. Staffing

Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project.

Please describe bonding process and coverage levels of employees. Affirm that no employees working on the engagement have ever been convicted of a felony.
 3. Provide three (3) current corporate references for which you perform similar work. At least one of the references should be comparable to BPS in size and requirements. It is also advisable to include at least one governmental agency if you have any such clients.

4. Name, address, e-mail address, telephone and fax number of any third-parties involved in the quotation and the name of the appropriate contact person(s) dealing with the matter.
5. Description of role or element of contract to be fulfilled by any third-party Identification of party who will carry overall responsibility for the contract. Confirmation of acceptance by the respondent and any third parties of the conditions of RFQ.

iv. Reports

- a) The successful respondent shall submit reports on a monthly basis or as service incidents arise, summarizing services and IT policy issues. The successful respondent must be available to meet with BPS designated staff monthly to review reports, discuss issues, and provide onsite support. Please provide examples of any such or similar reports the respondent has created and presented in the past.
- b) In addition, please provide an explanation of the problem reporting and resolution process that describes the respondent's support plan, including tiers, service levels, call escalation, the person(s) authorized to close problem reports, etc.

v. Cost of Service

BPS is requesting that the respondent submit a fixed fee service contract for a twelve month period (from April 1st 2017 to March 31st 2018). Payment schedule should also be included and should be on a monthly basis to coincide with the monthly report submission. Proposals must detail all costs identified in this RFP. Additionally, proposal must detail any other costs whatsoever that could be incurred by non-commercial public bodies in the usage of services and/or the availing of options that may not be explicitly identified/requested in this RFP . Respondent's attention is drawn to the fact that, in the event of an agreement being awarded to them, the attempted imposition of undeclared costs will be considered a condition for default.

- Proposal total cost(s) must be quoted in Bermuda dollar (BMD\$)
- All costs to be "as landed"
- Include pricing for one (1) year contract period for the services identified in "Section 2- Scope of Services".
- Detailed Pricing

- a) What is the pricing model? Fixed fee, hourly rate, hybrid, other?
- b) What services are included in the pricing?

vi. Contract

Please provide a sample copy of your company's contract

1.7 Cost related to Quotation Preparation and submission

1. The respondent is responsible for all costs incurred with the preparation and submission of this proposal. This includes any associated work effort, including any attendances, deliveries, collections or research required as part of this RFP or in response to any requests for clarification, and the BPS or any public body shall not be responsible or liable for any costs or expenses regardless of the conduct or outcome of the bidding process.
2. The BPS is not bound to accept the lowest or any proposal submitted.

1.8 Confidentiality

Information supplied by Respondents will be treated as contractually binding. However, the BPS reserves the right to seek clarification or verification of any such information/. The BPS will use its best efforts to hold confidential any information provided by respondents subject to its obligations under law, including the PATI edit. Respondents should indicate, when bidding, the precise parts of their proposal that are commercially sensitive and which they consider should be kept confidential should a PATI request be received (i.e., a blanket statement to this effect for all

proposal documentation submitted will not be acceptable). The BPS requires that all information provided pursuant to this RFP will be treated in strict confidence by respondents.

1.9 Respondent's Responsibility and Clarification Questions

- i. It is the Respondent's responsibility to ensure that it completely understands the requirements and instructions set out in this RFP. In the event that clarification is required, Respondents should submit questions via e-mail to Antoine Cannonier at acannonier@bps.bm.
- ii. Requests for any additional information or clarifications must be made by **17:00 hours on November 10th 2016** at the very latest. The Department strictly enforces deadlines and in no circumstances will requests for information or clarification be accepted after this closing time on the day in question. The BPS will not accept responsibility for any missed communications or deadlines.
- iii. The BPS has taken care to be as clear as possible in the language and terms it has used in compiling this RFP. Where any ambiguity or confusion arises from the meaning or interpretation of any word or term used in this document or any other document relating to this RFP, the meaning and interpretation attributed to that word or term by the BPS will be final. The BPS will not accept responsibility for any misunderstanding of this document or any others relating to this RFP.
- iv. Every effort has been made to ensure that this document contains all the necessary information for completion of Proposals. However, in the interests of equity, requests for additional information, clarification on the content of this documentation, and all other queries of substance (other than in relation to purely factual or procedural matters) must be made in writing. I. Any additional information elicited will be made available to all respondents. Respondents should take this into account when formulating their request. Responses will be post on <https://www.gov.bm/procurement> notices without disclosing who asked the questions.

1.10 Non Collusion

The Certificate of Confirmation of Non-Collusion is a mandatory requirement from all Respondents. If it is later found that the undertakings made below have been breached at any stage of the process, the Respondent 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 Respondent and/or any party involved in the matter. False submissions may also exclude the Respondent, and any other person or company involved in collusion, from involvement in future contracts with the Government of Bermuda.

1.11 Period of Validity

The respondent shall abide by their proposal for a period of ninety (90) calendar dates from the submission deadline.

1.12 Evaluation

Only proposals that are submitted in compliance with the terms and condition set out in the instructions to respondents will be evaluate by BPS.

A selection committee will review the respondent's qualifications, for this review, an evaluation and selection process will be completed using the following criteria as a benchmark for making a recommendation.

The Criteria are:

- | | |
|--------------------------------------|-----|
| a) Approach and Methodology | 40% |
| b) Experience of the firm | 10% |
| c) Project Staffing and Experience | 10% |
| d) Satisfaction of Clients/end users | 10% |
| e) Pricing | 30% |

Any award to be made pursuant to this RFP will be based upon the proposal, with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Respondent's responsiveness to the RFP, ability of the Respondent to meet the needs of the BPS, and the total price quoted for all items covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Respondent or Respondents:

- Completion of all required responses in the correct format.
- The extent to which Respondent's proposed solution fulfills BPS's stated requirements as set out in this RFQ. An assessment of the Respondent's ability to deliver the indicated services in accordance with the specifications set out in this RFP.
- The Respondent's stability, experiences, and record of past performance in delivering such services.
- Availability of sufficient high quality Respondent personnel with the required skills and experience for the specific approach proposed.
- Overall cost of Respondent's proposal.

The BPS may, at our discretion and without explanation to the prospective Respondents, at any time choose to discontinue this RFP without obligation to such prospective respondents

BPS reserves the right to request writing clarification of respondent's proposal during the evaluation process.

Respondent are advised to ensure that their Proposal is complete and meets all the necessary requirements, as the decision of the selection Committee will be final in determining whether or not a Proposal meets the above noted criteria.

1.13 Award of Contract

- i. The award of the contract will be made to the respondent whose proposal receives a favorable evaluation, recommendation of the selection committee and approved by the BPS accounting officer.
- ii. The BPS will award the contract to the Respondent whose Proposal has been determined to be substantially responsive to the RFP documents and who, in the opinion of the BPS, has offered the best proposal taking into consideration the price, the contractor's capability and available resources to carry out the contract effectively and the contractor's schedule. This may not be the lowest priced proposal received.
- iii. The BPS does not bind itself to accept the lowest or any Proposals and reserves the right to reject any Proposal, and to annul the bidding process and reject all Proposals, at any time prior to award of contract, without thereby incurring any liability to the affected Respondent or Respondents, or being under any obligation to inform the affected Respondent or Respondents of the grounds for the Government's action.
- iv. The Government may declare the Proposal void when it is evident that there is a lack of competition or there has been collusion. All proposals may be rejected if substantially higher than the budget.
- v. The final agreement is subject to both parties agreeing to the terms and conditions.

End of Instructions to Respondents

2 Part 2 Scope of Services

2.1 The Service

- A. The Bermuda Police Service requires 24/7 network and server support and monitoring (level 3) for a period of one (1) year with the option to renew for a period not exceeding five (5) years
- B. The physical location for the Data Centres is 10 Headquarters Hill, Prospect Devonshire
- C. The proposed service should be cost effective and reliable.

2.2 Requirements

The company awarded this RFP will work with the Manager of Technology to provide a seamlessly integrated system of support for all Network hardware, Network Security, Servers and recommendations for growth from an infrastructure standpoint. Your proposal should address each of the following:

2.2.1 Server Management and Maintenance

- Provide a detailed diagram of the BPS Server and Network environment.
- Perform preventative maintenance.
- Deployment of approved Microsoft patches
- Upgrades to the Server OS and Server Applications.
- Remote server management is completed during pre-approved maintenance windows.

2.2.2 Network Devices

- Configure/Maintain Firewalls, Routers, Switches, Wireless, and other network devices.
- Manage and remediate any issues or problems related to covered network devices, including internally managed network switches, firewalls and routers.
- Maintain firewall, filtering and security services. Maintain the configuration and updates of the firewall and filters to secure the network according to manufacturer's specifications.

2.2.3 File Directory and Print Services

- Maintain data storage thresholds and establish user directories for file management.

2.2.4 Problem Resolution

- Resolve Server, desktop and network issues
- Replace existing servers, components and network elements due to catastrophic or non-recoverable failure. This includes configuring the operating system, Microsoft Office, Software, User Profiles, Printers, Anti-Virus, Spam and Firewall settings
- Restore and recover data from back-up devices
- Remove viruses, spyware and other malware

2.2.5 Software Support

- Applying updates, patches and service packs for applications installed within the BPS network
- Work with third-party vendors to ensure the correct and secure installation of their software.

2.2.6 Domain Names and DNS Administration

- Ensure that Domain names will not expire

- Ensure that DNS settings are securely managed / maintained.

2.2.7 Contingency Planning and Preparation

- Planning, preparation and a recovery plan for the following:
- Extended loss of power
- Extended loss of connectivity
- Catastrophic event i.e. weather, disaster, vandalism, fire

2.2.8 Services beyond the RFP

- Please indicate whether you provide any services beyond what is requested in this RFP that may be beneficial to the Bermuda Police Service

3 Part 3 Description of the environment and existing Infrastructure

The following information should be used to determine the scope of this project and provide pricing for this engagement.

The BPS acknowledges that this is a high level description of its environment and existing infrastructure. Prospective Respondents are invited to solicit further details as may be deemed necessary to submit a complete proposal.

The BPS currently has 410 full-time Officers, 100 support staff members and 100 reserves. The number of staff varies during the year with the hiring of seasonal employees; however, their need to access information systems is extremely limited.

The BPS currently has one network administrator and four technical-level IT staff to handle day-to-day levels 1 and 2 technical issues and other tasks within the IT environment. They will work with the company selected under this RFP to provide the needed support within the BPS.

Operating Systems

The breakdown of the operating systems by computers is as follows:

- Microsoft Windows Server 2008 R2 – 1
- Linux server 11.01

Printers

There are multiple departments with networked printers. Other departments have individual printers hooked to PCs or are networked to copiers for printing, scanning and faxing.

Laptops

Laptops are utilized in multiple departments. Wireless networks are utilized to provide connectivity to the web and LAN. There is no standardization of the laptops purchased throughout the BPS.

Internet Service Providers

Multiple including Logic Communication and TeleBermuda International

Desktops

Desktop connections are primarily achieved through the use of wise terminals and a few PCs to access the VM pools which resides on the VM Virtual Center servers.

Software

The BPS utilizes different proprietary software to meet specific needs. These include but are not limited to the following:

Microsoft exchange, Microsoft Office Standard, Foxit PDF, Stone gate, SQL server, Memex Enterprise, Oracle, RSA Management VMware VCenter, Redhat, VMTurbo, Zscaler, SUSE Linux and MS Server 2000 - 2012

Network

BPS utilizes a VPLS network over BTC fibre network.

The Wide Area bandwidth to each remote location is 10MB whilst the main circuit to our Data Center is 100MB.

Servers

BPS server environment is a mix of Virtual and Physical servers. Currently we are using CISCO UCS blade center and Nutanix Nodes for our Virtual environment.

End of the Scope of Services Required.

4 Part 4 Forms

(To be provide on the Respondent's Letterhead)

Request for PROPOSAL (RFP)

For the provision of Network and Server infrastructure support for the Bermuda Police Service

Ref: WO-6053

TO: The Government of Bermuda, Permanent Secretary for the Ministry of National Security

1. We confirm that we have submitted a bona fide Proposal, intended to be competitive and we have not fixed or adjusted our Price by or under or in accordance with any agreement or arrangement with any other Respondent.
2. Having examined the instructions to Respondents, Addenda Nos. _____ to _____ inclusive for the execution of the services, we, the undersigned, offer to execute and complete said services and remedy any defects therein in conformity with the Conditions and Addenda for the sum(s) of

One Year Offer

_____ (Words)

_____ (Figures)

3. We acknowledge that the Request for Proposal form is part of our Proposal submittal.
4. We undertake, if our proposal is accepted, to commence the service as soon as is reasonably possible after the receipt of notice to commence, and to complete the whole of the service comprised in the Contract within the time stated in the in the RFP.
5. We confirm that our Proposal shall remain open for acceptance by the Government of Bermuda for a period of ninety (90) calendar days from the date of this undertaking and we shall not withdraw this proposal during this period.
6. Unless and until a formal Agreement is prepared and executed this proposal together with your written acceptance thereof, shall constitute a binding offer between us.
7. We understand that you are not bound to accept the lowest or any Proposal that you may receive.
8. We confirm having received and complied with addenda number _____ to _____ (if any).
9. 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, Payroll Tax and Public Works (formerly Works & Engineering) fees.
10. I/We consent to the collection and use of the information I/we give to the Government of Bermuda in response to the solicitation document and agree to waive any right to challenge any decision made by the Government to disclose the information.

Dated this _____ day of _____, 2016

SIGNED:

(Signature) _____ in the capacity of _____

(Block letters) _____

Duly authorized to sign Proposals for and on behalf of:

(Firm) _____

(Address) _____

WITNESS:

(Signature) _____ in the capacity of _____

(Block letters) _____

CERTIFICATE OF CONFIRMATION OF NON-COLLUSION

Notes for the Respondent

The essence of Open Tendering is that the Government of Bermuda shall receive bona fide competitive Proposals from all persons tendering. In recognition of this principle, each company that submits a Proposal will be required, by way of the signature of a duly authorized representative of the company, to confirm that the Proposal has been submitted without any form of collusion.

All Respondents must complete and sign a Certificate of Confirmation of Non-Collusion. Any Proposals 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 procurement process, then the Respondent 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 Respondent and/or any party involved in the matter.

Any Respondent that submits false information in response to a Proposal, and any other person or company involved in collusion, may be excluded from tendering for future contracts tendered by the Government of Bermuda.

Confirmation of non-collusion

I/We certify that this is a bona fide Proposal, intended to be competitive and that I/We have not fixed or adjusted the amount of the Proposal 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 information, other than that contained within the Proposal pack, or supplementary information provided to all Respondents.

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 Proposal administrator the amount or approximate amount of my/our proposed Proposal (other than in confidence in order to obtain Proposals necessary for the preparation of the Proposal 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 Proposal 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 Proposal.

Signed

(1) _____ Title _____ Date _____

(2) _____ Title _____ Date _____

For and on behalf of
