



### Addendum #3

May 1, 2020

Dear Respondents. This Addendum supersedes information contained in the Request for Information (“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 contains six (6) pages

#### Questions emailed to the RFP email (in the order they were received):

Q#	Item Reference	Questions	Answers
1.		Are there any TFT or LCD displays on board the buses that needs to be connected with the ticketing system?	No, there are currently no displays on board buses or ferries in Bermuda.
2.	RFP page 31, Dispatch and Planning Options	Can you please indicate who currently provides the Real Time Passenger Information System as well as the Dispatch and Planning system?	Real time passenger information is currently non-existent. The Department of Public Transportation is responsible for the dispatch and planning for the buses, whereas the Department of Marine and Ports Services are responsible for the ferry service.
3.	RFP Annex C, Financial-Cost-Proposal	Can the Government please elaborate on the quantity of POS & ETM that are to be priced?	The Government recommends that the proponent provide a per unit cost of POS & ETM with their proposal. The number and quantities will be discussed in detail during negotiations with the preferred vendor.
4.	Sections 2.9 and 2.10	Real-Time Passenger Information and Dispatch and Planning Options - are these items optional or mandatory? <ul style="list-style-type: none"> <li>We don't ourselves provide real-time passenger information options but often work with partners that do, so it would be good to know if we need to include them at this stage.</li> </ul>	Optional, however both are strongly desired features of the system desired by the Government. <ul style="list-style-type: none"> <li>Yes.</li> </ul>
5.		Would [the government] be open to flat fares by route for certain ticket types?	Yes.
6.		Do you prefer the [DFM] application to be hosted on the government portal or on a separate site?	We are open to evaluating either option.
7.		What degree of access [to the DFM application] does [the government] want to obtain and what exactly does [the government] want to access?	With respect to the Fare Media, the Government would like to have access to the accounting back office to understand the purchase history and trends, and would also like to access additional features such as scheduling, passenger counter, and GPS.
8.		How many passengers/rides are there daily on the busses and ferries?	Ridership and trip data will be provided in detailed negotiations with the preferred vendors.



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9.		Is a source code escrow required?	The question of source code escrow will be discussed with the preferred vendor.
10.		In terms of Service Levels, what are the expected hours of coverage?	Service Level coverage is anticipated to be during normal business hours or between the hours of 8:00AM to 6:00PM (AST).
11.		Will DPT assign a priority level to incidents and what will be the expected response times (not including travel)?	These could be addressed in a service level agreement, understanding the unique situation of Bermuda's location and accessibility to the proponents' technical support.
12.		Is DPT looking for an incident response or call to repair agreements?	Yes, some form of service agreement may be required for hardware and software support.
13.		Are we required to physically service the entire island or only specific depots, such as dockyard, Hamilton, St. Georges, and the main depot?	We intend to start with the depots mentioned, with an eventual rollout to the entire island.
14.		What quantity or percentage of spares is required?	The Government suggests that the proponent provides a recommended spare parts list with their solution.
15.		Where will the spare units be stored?	The preferred vendor could work with Government to determine the location and storage of spare parts.
16.		Who has control of inventory levels?	Inventory levels will be determined in detailed negotiations with the preferred vendors.
17.		Does DPT require any specific protective equipment for people on site - e.g., hard hats, steel toe safety boots, etc.	In the current COVID-19 environment, DPT would request Health & Safety PPE such as face masks and social distancing. Other PPE such as steel toe shoes may be required in industrial settings.
18.	Part 1, Item 1.6.3	In Section 1.6.1, it is stated proposal are to be submitted by email, however in Section 1.6.3 it is stated that 3 original signed hard copies should be submitted. Can the Government please clarify the submission requirements?	Section 1.6.1: Please note the <i>option</i> of 3 original signed hard copies of their proposal <i>or</i> one (1) electronic copy (e-copy) in Microsoft Word or Adobe PDF format.
19.	Appendix C - Pricing	Can the proponent provide a separate table for pricing that allows for more detail?	Yes - in addition to the attached form the proponent may provide any additional information they deem necessary.
20.	Appendix D, C. Mandatory Submission Requirements, Company Profile and Solution Proposal	Item IV and V seem to request similar information. Would it be acceptable to combine both in one proposal Section?	In the interest of provided a complete response please segregate your descriptions per section even if the response appears similar.
21.	Appendix D, C. Mandatory Submission Requirements, Company Profile and Solution Proposal	This item references "Statement of Requirements" and "Technical Questions" which do not seem to have a specific reference elsewhere in the RFP. Could the Government clarify these references and how they should be addressed in this section?	The Statement of Requirements and Technical Questions is not referenced in the RFP template. However, the requirements and technical aspects are outlined in Part 1 - Invitation and Submission Instructions, Deliverables, and Mandatory Technical Requirements.



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Ministry of Tourism and Transport

MTT-S-2019-001– Request for Proposals for Digital Fare Media

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22.	Appendix D, C. Mandatory Submission Requirements	Annex F and Annex G seem to include the same information. Can the Government clarify any difference?	Existing fare media is used interchangeably on both the buses and ferries. Pricing is therefore identical. Please note Annex F features the current bus routes and schedule, whereas Annex G the current Ferry Schedule.
23.	Appendix D, D. Mandatory Technical Requirements	Can the Government clarify the expectation for POS and ETM? Does the Government expect the proponent to provide that hardware in their proposal? If proponent is to provide the hardware, can the Government estimate the number of ETM's and POS's devices will be needed?	Government's expectation is that the proponent to provide their proposed solution to address converting cash to digital fare media. A particular proponent will be scored favorably if the solution has the option to offer conversion to paper ticker or travel card through a POS or ETM. Government recommends that proponent to provide their solution which they propose that meets the Government's requirements.
24.	General	Can the Government explain the strategy for on vehicle communications? How should a proponent plan for the validation device having access to the internet?	To be determined - regarding vehicle communications: Option 1. buses/ferries to have onboard internet access. Option 2. Main Terminals and designated sub-terminals to have internet access. Validation may take place off-line updating when internet access achieved.
25.	General	Can the Government explain any tax or tariffs exemptions that may apply to this project?	This will likely be in form of customs duties and related taxation.
26.	Appendix B - Submission Form	How does the Government require a company not currently registered as a business in Bermuda to complete these items?	No.
27.	General	Can the Government please provide any available information regarding existing bus and ferry make, model etc. so that an accurate assessment can be made with respect to validation equipment installation?	The existing fleet of buses and ferries are of different designs depending on year of purchase, front vs side loading for the ferries. Some customizations will be required.
28.	Appendix D, Mandatory Technical Requirements	Please provide the name of the current payment acquirer that the Government uses for Credit Card payment processing.	The Payment Acquirer will be Global Payments facilitated through the HSBC (Bermuda) Bank.
29.	Important dates	We respectfully request that the submission deadline be set at no less than 6 weeks after the Government issues an addendum providing the name of the current payment acquirer that the Government uses for Credit Card payment processing. Depending on who the payment acquirer is, this time may be needed for the bidders to contact the acquirer to establish a commercial and technical relationship, and to assess any development costs.	Open to Discussion. Vendors are encouraged to monitor the RFP Portal for any updates.
30.	Business License Requirement	If we registered as an "overseas permit company", would this status be sufficient?	Not required to participate in this RFP at this time



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31.	Conference Attendees	We would like to request that the government reconsider its position regarding the distribution of the pre-bid meeting attendee list. The distribution of the list may allow proponents to coordinate with local service providers.	The Government strongly recommends that proponents complete their own due diligence in identifying and coordinating with local service providers.
32.		Please confirm that the proposal should be electronically submitted to Mannard Packwood, Ministry Comptroller at email address dpt@gov.bm	Section 1.6.1: Please note the <i>option</i> of 3 original signed hard copies of their proposal <i>or</i> one (1) electronic copy (e-copy) in Microsoft Word or Adobe PDF format.
33.		Will the agency please provide budgetary information for the Digital Fare Media project?	The Digital Fare Media project is funded.
34.		Please provide Annex C in Word format.	Will be uploaded to RFP Portal site.
35.	Vehicle Installation	How many vehicles are available for installation per day?	Provide suggested installations per day and vehicles can be scheduled to meet installation requirements
36.		Please specify times and days when vehicles can be installed?	Scheduling of vehicles can be discussed and coordinated with the preferred vendor. As a note all vehicles are available in the evening after 12AM.
37.		Please provide a vehicle list, specifying types and quantities of vehicles?	The Buses are MAN A66 Chassis vehicles with various different bodybuilders over the years
38.		Please list the components if any that have to be removed by the vendor?	There are no components on either the bus or the ferries that require vendor removal.
39.		Will the contract be subject to prevailing wages?	No.
40.		What scheduling Software does DPT currently use?	Currently DPT does not have a scheduling software.
41.	Appendix D, A Hardware	Hosting Servers: Are you asking/requiring the vendor to host the system or just to supply the servers?	Either option will be considered on its own merit.
42.		Listed in "Hardware" is "handhelds." What is the use case for these handheld devices? How many does the agency require?	In the event a mobile application is selected handhelds refer to the user's personal mobile device.
43.	Appendix D, A Software	Please describe the current agency retail network. Will the selected vendor integrate with the existing retail network or should one be provided as part of this solicitation?	Existing retail network entails a basic POS system. Please provide options for consideration.
44.		How does the agency currently distribute fare media?	Fare media is distributed to the public using POS systems in designated locations.
45.	Appendix D, C Mandatory Submission Requirements	Listed in the RFP is the following: -Annex C - Financial (Cost) Proposal Form -Annex C - Financial Cost Proposal Please provide the Financial (Cost) Proposal Form, if this is a separate document?	The wording in the RFP is a duplicate. This is not a separate document. The Financial (Cost) Proposal Form can be found in Annex C



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46.		Listed in the RFP is the following: -Annex E - Requirements Traceability Matrix Form -Annex E - Requirements Traceability Matrix Please provide the Requirements Traceability Matrix Form?	The wording in the RFP is a duplicate. "The Requirements Traceability Matrix Form" can be found in Annex E
47.	PART 1 – 1.1 Invitation to Proponents	What software currently supports Planning and Dispatch?	DPT does not use software for planning and dispatching.
48.		Please define Concession Passes and Concession Cards. What quantity does the agency require?	Concession Passes and Cards are digital tokens is either a discounted rate or free which can be validated on the bus or ferry. Quantities can be discussed with the preferred vendor.
49.		Please define tickets. What quantity does the agency require?	The introduction of an automated fare media solution signals our intention to move away from the use of the existing paper tickets.
50.		What is your desired/required transition scenario? Will the current system run in parallel with the new Digital Fare Media system? Please elaborate.	Yes - we will not eliminate completely the use of cash, paper tickets and or metal token on the public transport service. However, we do anticipate reducing the use of the existing fare media to a very low level.
51.		You state that "GPS tracking of buses or ferries, real-time passenger information and operational data for schedule compliance" are desirable features but these appear to be options. Do vendors receive evaluation credits for providing the optional features and functions?	Vendors with options with either scalability or with the capacity to integrate to provide additional features such as GPS tracking of buses, real-time passenger information, and operational data for schedule compliance will be viewed more favourably.
52.	PART 2 - EVALUATION, NEGOTIATION AND AWARD 2.3.1	Will inclusion of the Options be considered in the rating of the proponents or only the mandatory items?	Vendors are encouraged to submit options as a separate component together with associated costs.
53.	PART 2 – EVALUATION, NEGOTIATION AND AWARD 2.4	Will the cost of the Options: Annex F 2.9, 2.10 and 2.11 be included in the price evaluations?	Vendors are encouraged to submit options as a separate component together with associated costs.
54.	Annex C Financial (Cost) Proposal	Please add line items for each of the 3 optional features.	We will upload the document in word format in order to add additional lines.
55.	Annex E	Annex E document is titled Annex F - Digital Fare Media Requirements Traceability Matrix. Please correct this to read Annex E - Digital Fare Media Requirements Traceability Matrix.	Noted, will be uploaded to RFP site.
56.	2.1	"Include versions for iOS and Android operating systems open and available in the Bermuda region." Does this indicate that you are requiring that the field applications are to be phone or tablet based?	This is relevant for passenger mobile apps available globally.



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57.	2.9	Will the inclusion of Real-Time Passenger Information Options add to the valuation points of the vendor?	Vendors are encouraged to submit options as a separate component together with associated costs.
58.	2.10	Will the inclusion of Dispatch and Planning Options add to the valuation points of the vendor?	Vendors are encouraged to submit options as a separate component together with associated costs.
59.	2.11	Will the inclusion of Scalable, Upgradable & Open System add to the valuation points of the vendor?	Vendors are encouraged to submit options as a separate component together with associated costs.
60.	Appendix D, A Hardware	Is the hardware and software required for this solution, that needs to be shipped to Bermuda subject to import duty?	To be determined. However, for now we would request that the price does not reflect import duty.
61.		Will the Bermuda government manage obtaining the necessary work permits for foreign staff?	Yes, the Government of Bermuda will facilitate the necessary work permits for foreign staff.
62.	Section 2.1	Please confirm the definition of 'unlimited user access.' Is this a reference to users/riders or is this a reference to operations/agency users?	Unlimited user access pertains to the user/riders of the system.
63.		If the definition of 'unlimited user access' is reference to operations/agency users, please provide an expected number to appropriately design and budget licensing?	N/A
64.	Addendum 2, Answer 17	Who are these "Authorized Vendors"? Are they stores or something else? Do you intend to retain them as media distribution points?	Yes - existing authorized vendors will be retained, subject to future review.
65.	Annex G, Routes	Are ferries always assigned the same routes or do they vary?	Ferries can be used interchangeable depending on anticipated load (passengers).
66.	Annex F, Zones	How do you currently enforce zone-based tickets rules?	Loosely enforced by the operators themselves.
67.		To give us adequate time to review all requirements, addendums, and answers to questions, we kindly request an extension on the proposal due date of 3 weeks?	Open to Discussion. Vendors are encouraged to monitor the RFP Portal for any updates.