



GOVERNMENT OF BERMUDA

MINISTRY OF NATIONAL SECURITY

Request for Proposal - Postal Operations Solution

March 31, 2016



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MINISTRY OF NATIONAL SECURITY

March 31, 2016

Letter of Invitation

Request for Proposals for Postal Operations Solution

Dear Bidders:

The Government of Bermuda, Bermuda Post Office (BPO) has issued this Request for Proposal (RFP) for a Consumer-off-the-Shelf Postal Operations tool to companies engaged in the provision of such products. You are cordially invited to submit a proposal, in accordance with the requirements set forth in the documents attached hereto. Specifically, this RFP includes the following documents:

- Letter of Invitation
- Terms of Reference
- Instructions to Bidders
- Attachment 1 - Solution Functional Requirements Checklist
- Appendix A - Prioritization of Process Functions
- Appendix B - Question Submission Template
- Appendix C - Solution Questionnaire
- Appendix D - Company Information Form
- Appendix E - Certification of Confirmation of Non-Collusion
- Appendix F - General Declaration
- Appendix G - Addendum Acknowledgement Form

Companies interested in submitting a proposal should provide point of contact information to ensure receipt of any supplemental information that may be provided by BPO prior to the closing date for submissions. Such information should be emailed to ksddickens@gov.bm by no later than April 8, 2016, to help ensure timely receipt of any supplemental information.

We look forward to receiving your proposal and thank you in advance for your interest in this procurement opportunity.

Sincerely,

Wayne Smith
Post Master General
Bermuda Post Office



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Terms of Reference

Introduction

Background

The Bermuda Post Office (BPO) is governed by the Post Office Act of 1900 and the Universal Postal Union's (UPU) Universal Service Obligation (USO). BPO is authorized to receive, transmit and deliver written and printed matter, parcels and like products at prices affordable to all citizens. However, mail volumes traditionally related to the USO are declining as a result of new technologies such as real-time communications (video calls and text messaging), direct transfer of electronic documents, email, as well as other emerging technologies.

Unlike many other Government departments, BPO competes on the open market for its business. In order to remain competitive in the Bermuda's logistics sector and sustain current revenues, BPO must pivot its business model to introduce new products and services that leverage modern technologies as well as become more efficient in executing the traditional segments of the business.

BPO's software portfolio currently has 6 individual software tools (Corporate Services Tools) that are used to manage its revenue generating processes. Each tool has its own technical architecture, bundle of business-related functions (applications), data source, vendor management strategy, maintenance and support contract and change management procedures.

BPO would like to consolidate the aforementioned applications into a single solution that is capable of meeting the department's goals to become more efficient, introduce new products and increase revenues. A single solution will also allow BPO to be more cost efficient by eliminating the need to support, maintain and upgrade the Corporate Services Tools and their unique applications, platforms and infrastructures.

BPO's Product & Service Offerings

Currently, BPO provides the following products and services:

1. Postage stamps
2. Local and international letter mail
3. Local and international parcel services (air mail & local delivery)



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4. Express mail service – incoming and outgoing
5. Registered letters – local and international
6. Bulk mail
7. Mail forwarding service
8. Mail holding service
9. Philatelic products and services such as philatelic issues (first day covers and presentation packs)
10. Post office box rental subscriptions
11. Various Retail products such as parking vouchers, public transportation tickets, tokens and passes, etc.

End of Terms of Reference



General

BPO has issued this Request for Proposal (RFP) for a Consumer-off-the-Shelf (C.O.T.S.) Postal Operations tool to companies engaged in the provision of such products (Bidders). BPO desires to add a tool to enhance its technical and business processes and to enable the organization to easily introduce new services or products that aim to increase revenues. The tool would be used to replace all of the Corporate Services Tools. The solution will be required to support 10 post offices (sub-offices) that are located throughout the country and all of the BPO's operations for the following lines of business:

1. Point-of-Sale, Retail / Counter Automation & Stock Management
2. Philatelic Management & Customer Orders (Standing Orders, etc.)
3. Post Box Management, Maintenance & Billing
4. Website, E-commerce, Stock & Check-out Management Capabilities
5. Customer Relationship Management
6. Third-party Agency & Bill Payment Capabilities
7. Reporting & Business Intelligence

BPO is seeking a solution that is available as a licensed C.O.T.S. software tool and wants to make it very clear that the licensed software model is the preferred model for this RFP.

This RFP is subject to the terms and conditions found in **Terms and Conditions Section** of this document.

Priority of Process Functions

Appendix A to this RFP contains a graphic representation of the priorities that BPO has placed on the processes it plans to support with the product. These priorities are also reflected in the functional requirements set forth in the document titled "Attachment 1-Solution Functional Requirements Checklist.xlsx".

Contents of the RFP

The contents of the RFP are as follows:

1. Request for Proposal Document (Terms of Reference, Instructions to Bidders)
2. Attachment 1 – Solution Functional Requirements Checklist.xlsx
3. Appendix A – Prioritization of Process Functions
4. Appendix B – Question Submission Template
5. Appendix C – Solution Questionnaire
6. Appendix D – Company Information Form



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7. Appendix E – Certificate of Confirmation of Non-Collusion
8. Appendix F – General Declaration
9. Appendix G – Addendum Acknowledgement Form

Instructions to Bidders

BPO will look favorably upon those responses which are as concise, specific and as complete as possible.

BPO has also provided an opportunity to add marketing and other related materials in the **Marketing and Sales Materials Section** of this document. If included, these materials should be appended to the submission package.

Public Access to Information

Any information collected or used by or on the behalf of the Government of Bermuda under this RFP is subject to the Public Access to Information Act of 2010 (PATI). Such information may be made available to the general public unless it is contained within a record that is exempt from disclosure under PATI.

Point of Contact for Bidder

Bidders interested in submitting a proposal should provide point of contact information to ensure receipt of any supplemental information that may be provided by BPO prior to the closing date for submissions. Such information should be emailed to ksddickens@gov.bm by no later than April, 8 2016 to help ensure timely receipt of any supplemental information.

Primary Contact for this RFP

The Primary Contact for all Bidders' questions is identified below. Questions regarding the RFP are to be submitted using the Question Submission Template, provided as Appendix B to this RFP, and sent via electronic mail to:

Karamoko Darrell Dickens
Bermuda Post Office
Email Address: ksddickens@gov.bm



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Questions/Addenda Related to this RFP

All questions regarding the RFP must be submitted by electronic mail to the Primary Contact, identified in the **Primary Contact Section** of this document. Bidders must use the template entitled “RFP Question Submission Template”, provided as **Appendix B** to this RFP. The Bidder should sequentially number its questions using the field “Bidder Sequence Number” for receipt/response control purposes. Each question must be submitted in a separate template-based document.

The Bidder (Vendor) should submit its questions as they emerge, as soon as possible, and not bundle questions for later submission. BPO will process these questions and provide answers on an “as received” basis and as promptly as possible.

1. Questions and answers regarding omissions or mistakes in the RFP, or clarifications deemed necessary by BPO, shall be shared among Bidders and will be identified as material clarifications.
2. BPO will provide a written response to all pertinent questions in the form of an Addendum which will be emailed to the specified point of contact (as requested in the Pre-Submission Information section of this RFP) for each vendor.
3. All other vendor questions, and the answers, will not be shared with other Bidders.
4. At any time before the close of the RFP, BPO may alter or amend, in whole or in part, any terms or provisions of this RFP. BPO will communicate any such modification or amendment to the specified point of contact for each vendor.

Joint Conference Call

A joint conference call will be held with all prospective Bidders at the same time. The conference call number and participation code will be provided prior to the scheduled date of the meeting. Bidders shall provide a list of questions to be addressed during the call at least three (3) working days prior to the meeting. The Bidders must use the “RFP Question Submission Template” as directed in the **Questions/Addenda Related to this RFP** section of this RFP.

The purpose of the call will be to answer questions related to the details of the RFP.

RFP Submission Delivery

1. Responses should be submitted as electronic files, under 10MB in size, by e-mail (Microsoft Office 20XX Suite for Windows format or PDF) to the following addresses:



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ksddickens@gov.bm, awbsmith@gov.bm, and cisharp@gov.bm

2. The date and time stamp for proposals submitted electronically will be that of the Government’s mail server. It is the Bidder’s responsibility to allow enough time for electronic transmission and delivery, especially in the case of large files.
3. The subject line of the email must be titled “Request for Proposals for Postal Operations Solution - BPO”.
4. Submissions shall become the property of BPO and will not be returned.

RFP Submission Deadline

Proposals must be received no later than 5:00 p.m., Atlantic Standard Time, on April 30, 2016. Proposals received after the stated deadline will be considered as nonresponsive and will not be considered for a contract award. The deadline will be strictly observed.

Key Dates for this RFP

1. Release RFP to Bidders	March 31, 2016
2. Joint Conference Call with Bidders (If necessary)	April 14, 2016 at 10:00am Atlantic
3. Respond/No Respond Commitment	April 15, 2016
4. Last Date for Bidder questions	April 18, 2016
5. Bidders’ Responses due by 5:00 PM Atlantic Time	April 30, 2016
6. Bidders’ Demos (TBD) (If necessary – to display functional responses)	TBD, May 2016

Vendor Responsibility

It is the Vendor's responsibility to ensure its complete understanding of the terms and conditions set forth in this RFP. In the event that clarification is required, Vendors should submit written enquiries as described in the **Questions/Addenda Related to this RFP** section of this document.

Minimum Submission Requirements for this RFP

As furthered detailed below, all proposals must include the following information:

1. Letter of Submission



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2. Table of Contents
3. Company Information Form (Appendix D)
4. Solution Functional Requirements Checklist – see Attachment 1
5. Technology Platform Description
6. System Interface Plan
7. Implementation Plan
8. Disaster Recovery Plan
9. Training
10. References
11. Certificate of Confirmation of Non-Collusion – see Appendix E
12. Pricing of Product Details

The minimum submissions requirements for this RFP are described in detail in the subsequent sections below.

Letter of Submission

Each proposal must include a letter of submission that contains the following information:

1. Company and person making the submission (name, title, address, telephone number, fax number and e-mail address)
2. Responders technical and administrative points of contact (names, addresses, phone numbers, and email addresses)
3. Certification that the company making the submission is in receipt of all RFP documents and is committed to delivery of all solution requirements and required services as specified in the RFP.
4. Certification that the person(s) signing the submission letter is authorized to legally bind the company.

Solution Functional Requirements Checklist

The product must substantially satisfy the detailed functional requirements listed in the solution functional requirements checklist. The Bidder is required to complete the enclosed Excel spreadsheet, provided as Attachment 1 and attached to this RFP, titled "Attachment 1- Solution Functional Requirements Checklist.xlsx".

The spreadsheet is intended to provide a clear and concise checklist of BPO's functional requirements and the features and functions that your C.O.T.S. product provides to Clients. Instructions for completing the spreadsheet are as follows:



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1. Select **Yes** or **No** in the **Vendor Response** column (Column C) in the **Requirements Checklist** worksheet to indicate whether your tool meets each functional requirement listed in the checklist.
2. Use the guidance in the **Instructions** worksheet to complete the remainder of the checklist.
3. The spreadsheet should be completed in its entirety.
4. The Bidder must not to deviate from or otherwise alter the format of the spreadsheet. If the Bidder deviates from or alters the format of the checklist, their proposal will be disqualified.

In addition, BPO requests that you submit examples of the types of dashboards and/or reports generated for the areas of retail, back-office and financial, post box and stock management, as well as ecommerce that are a part of your standard product.

Please indicate if the dashboard/reports are a standard or custom feature of your product. BPO wants to clearly understand what is available “out-of-the-box” and what are “special orders” (customizations).

Technology Platform Description

Bidders must describe the type of platform that is required to implement the solution.

- The information about the platform for your product must include:
 1. Database applications used for the least amount of customization, shortest implementation and fastest return on investment
 2. Specific hardware and software requirements
 3. Whether the hardware and software required is included in the price or separate
 4. Graphics or diagrams of the systems, feeds, interfaces and repositories representing the end state of your product’s platform configuration
 - a. The graphics or diagrams should show “ownership” and “areas of responsibility” by party (Client, Client Service Provider, Bidder, other third party)
 5. Description of the customizations, if any, that are typically required to the platform’s specified hardware and software in order to maximize the benefits of your product.



System Interfaces

The Bidder must describe the types of interfaces that are required to implement the solution.

- The information about the interfaces for your product should include:
 1. Typical configurations and interfaces required to maximize the benefits of your product
 2. Graphics or diagrams of the systems, feeds, interfaces and repositories representing the end state of your product’s interface configuration
 - a. The graphics or diagrams should show “ownership” and “areas of responsibility” by party (Client, Client Service Provider, Bidder, other third party)
 3. Describe, if any, the customization that is typically required to establish interfaces in order to maximize the benefits of your product.

Implementation Plan

Based on your experience, BPO requires that you provide information on the timelines and actions required in order to implement the solution.

- The information on the implementation of your product should include:
 1. Client responsibilities and required resources
 2. Your responsibilities and required resources
 3. Client’s Service Providers responsibilities and required resources, if any.
 4. Timelines
 5. Steps or phases of the implementation

BPO requires that you provide information on the types of challenges and issues that have hindered the implementation of your product, as well as the types of solutions you have found to overcome them.

Pricing of the Product Details

Bidders must provide details on the solution’s pricing. BPO requires that the original pricing from the developer of the solution be provided directly to BPO and 3rd party integrators and/or partners of the Bidders provide separate pricing for their applicable professional services.



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If the product is priced more expensively for the Bermuda market than it is for other jurisdictions, Bidders must indicate such and include the pricing details for other jurisdictions in their proposal.

- The pricing information about your product must include:
 1. Cost of license
 2. Typical length of contract for your product
 3. Cost of any required licensing and how it is structured as the basis for the price
 4. Cost by feature or function or by module
 5. Typical costs of implementation support, including skill sets and rates and whether it can be included in the maintenance and support agreement.
 6. Typical costs of customization support, including skill sets and rates
 7. Maintenance costs over the term
 8. Costs specifically not included in your product offering
 9. Other costs not captured in the above
 10. A sample Master Service Agreement that includes a Statement of Work, Maintenance and Support, as well as a Service Level Agreement
 11. 5-year total cost of ownership for all products and services (quoted in Bermuda Dollars)
- To help us review your responses more efficiently we've included a **Solution Questionnaire** in Appendix C. However, the information above must also be detailed in the documentation of your RFP submission.

Disaster Recovery

BPO requests the Bidder describe the typical disaster recovery procedures implemented with regards to:

1. Client disaster recovery planning
2. Client disaster recovery testing
3. Restoring Client operations in the event of a disaster

Training

BPO requires that you provide information on the types of training and duration that you offer that are:

1. Included with your product.



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2. Made available at an additional cost to your product.

If made available at an additional cost, provide the costs associated with each type of training.

References

BPO requires that you provide 3 references of customers that are currently using your product in Postal operations and the number of instances installed and users.

Review Process/Evaluation Criteria

BPO will examine the proposals to determine whether they are complete, properly signed and whether they contain any computational errors.

If computational errors are present in the pricing of a proposal, such errors will be resolved by using the following methodology:

1. Where there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
2. If there is a discrepancy between words and figures the amount in words will prevail.
3. Where there is a discrepancy between individual lump sum amounts and the total bid amount, the individual lump sum as quoted will govern, and the total bid amount will be corrected.
4. If the Bidder does not accept the correction of errors, its proposal will be rejected.

Proposals submitted to BPO will be evaluated in a two-stage process as further described below.

- **Stage One: Proposal Responsiveness (Pass/Fail):** Proposals will be reviewed to determine compliance with all baseline requirements. Submission must be timely, and all required documentation must be included. Proposals that are late or that fail to contain the required documents and information will be considered nonresponsive and will be disqualified from further consideration.
- **Stage Two Proposal Review and Evaluation:** Proposals will be evaluated based on costs, experience with implementing project of a similar nature, the quality of the submission and the Bidder's ability to substantially meet



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the functional requirements. This shall include analysis of the following criteria:

Evaluation Criteria		
	Criteria	Weighting
1.	Solution’s Ability to Meet Functional Requirements	60%
2.	Bidder’s Pricing Proposal	20%
3.	Background and Experience: a) Experience with Projects of Similar Nature (company and staff) b) Availability of Resources c) Implementation Approach/Methodology d) Responses from Bidder’s References	20%
		Total: 100%

BPO may seek written clarification from any or all Bidders in order to better understand and evaluate proposals. This process may not be used as an opportunity to submit missing documentation or to make substantive revisions to the original proposal.

Product Demonstrations

Following the review and initial evaluation, finalists (the top 3 scores) may be requested to host a demonstration for the BPO RFP evaluation team with respect to their solution. Demonstrations will not be scored separately, but will be considered as part of the overall scoring and resulting rank of each of the finalists.

- This demonstration should be scheduled through the Primary Contact for this RFP using the Question Submittal Template, attached as Appendix B.
- The Bidder should submit at least three (3) dates and times that the demonstration can be performed between May 9, 2016 and May 16, 2016 to the Primary Contact.
- The Primary Contact will coordinate BPO’s participants and notify the Bidder of the preferred date and time.
- It is preferred that demonstrations be conducted via the Internet. If a Bidder cannot provide a demonstration via the internet, please notify the Primary Contact for this RFP to discuss alternative arrangements.



Marketing and Sales Materials

BPO requests that you provide, in a concise and easy to use and understand package, any marketing and sales information you believe would help us to understand your product offering.

Negotiations

BPO reserves the right to enter into discussions or to negotiate with a Bidder as it sees fit, or with another Bidder or Bidders concurrently. In no event will BPO be required to enter into discussions or negotiations on similar or other terms or offer any modified terms to any other Bidder before entering into a binding contract. BPO shall incur no liability to any Bidder as a result of these discussions, negotiations or modifications.

Acceptance and Authority to Cancel this RFP

BPO shall not be obliged to accept the lowest priced proposal or any of the proposals submitted. Each Bidder acknowledges and agrees that BPO shall have no liability or obligation to any Bidder, except to the party, if any, awarded a contract by BPO in its sole discretion. BPO shall be fully and forever released and discharged of all liability and obligation in connection with this RFP. BPO reserves the right to cancel this RFP at any time prior to execution of a contract without any obligation or reimbursement to any Bidder.

Terms and Conditions

Acceptance of Terms and Conditions

All conditions contained in the RFP are considered accepted by the Vendor unless specifically excepted in the proposal.

General Terms and Conditions

1. BPO reserves the right to accept or reject any item or group(s) of items submitted in response to this RFP.
2. BPO reserves the right to waive any informality or irregularity in any proposal.
3. BPO shall not be obligated to respond to any proposal submitted, nor be legally bound in any manner by submission of the proposal.



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4. All proposals will be considered final. No additions, deletions, corrections or adjustments will be accepted after the deadline for submission.
5. Only one proposal may be submitted by each Bidder.
6. Any attempt by a bidder to influence BPO in the process of examination, clarification, evaluation and comparison of proposals shall result in disqualification of such bidder's proposal.

Acceptance Period for Proposals

Proposals shall remain open for acceptance by BPO for a period of one hundred and eighty (180) calendar days following the RFP submission deadline (the "Acceptance Period"). In the event that BPO deems it necessary to extend the Acceptance Period, then prior to expiration of the Acceptance Period, BPO shall notify each of the bidders in writing of the proposed extension. Bidders shall have fourteen (14) days to provide written confirmation of agreement to the proposed extension of the Acceptance Period. In the event that a bidder declines to extend the Acceptance Period, such bidder's proposal shall be deemed to have been withdrawn and will not receive any further consideration for a contract award by BPO.

Confidentiality of RFP

All submissions shall be regarded as containing proprietary information and shall remain confidential from the public. However, details regarding the final contract award (name of recipient and price) may be publicly announced.

After the opening of the bidding process, information relating to the examination, clarification, evaluation and comparison of proposals and recommendations concerning the award of contract shall not be disclosed to bidders or other persons not officially concerned with such process until the award of the contract to the successful bidder has been announced.

Ownership of Project Documents

All information produced as part of the project shall be the property of BPO. The Bidder can only take possession of any relevant BPO owned information when granted by the BPO and only for the purposes of carrying out the objectives of this project. Use of the data for purposes other than this is strictly prohibited and requires written authorization by BPO.



News Releases

The Bidder shall not announce or release any information regarding the existence of this RFP or any information contained herein without the express prior written approval of BPO's Post Master General.

RFP Response Preparation Costs

The Bidder shall bear all costs incurred for responding to this RFP. BPO reserves the right to discontinue the RFP process at any time, and makes no commitments, implied or otherwise, that this process will result in the issuance of any business transaction with one or more of the Bidders. BPO also reserves the right to select a Bidder or Bidders in accordance with the Bermuda Government's Financial Instructions and the relevant guidelines for procurement and project management.

Additional Information

The Bidder is requested to provide any additional information that may help BPO understand the benefits of the product.

Final Selection

The final award recommendation will be based on the highest scoring proposal as determined by total points and rank using the criteria stated above.

Notification of Award

Prior to the expiration of the Acceptance Period as described in the **Acceptance Period for Proposals** section of this RFP, BPO will notify the successful bidder in writing that such bidder's proposal has been accepted.

Payments

Payments are generally processed within 30 days of receipt of invoices for satisfactorily completed services. All responses must include any proposed variations to this standard payment term for consideration.

End of Instructions to Bidders



Appendices

Appendix A – Prioritization of Process Functions

The following graphic represents the key process areas that are the focus of this RFP. BPO has prioritized these areas with the numbers 1, 2 and 3, with 1 representing the highest priority. The product selected must be able to address, at a minimum, the priority 1 requirements in a highly automated manner, to facilitate repeatable outputs of high quality with minimal human intervention.

Process Name		Priority
Retail Management & Point of Sale (POS)		
R01	Opening a Session	1
R02	Postal Transactions	1
R03	Retail Sale	1
R04	Financial Transactions (including agency payments)	1
R05	Reversing Transaction	1
R06	Transaction Audit	1
R07	End of Day Reporting	1
R08	Closing a Session & Reconciliation (Adjustments)	1
R09	Reporting	1
R10	Price & Rate Management (Self-service)	1
Post Box Management		
PB01	Process Customer Application	1
PB02	Subscription Billing	1
PB03	Fee Management	
PB04	Customer Administration	1
PB05	Payment Management	1
PB06	Closure Management	1
PB07	Transfer Management	1
Philatelic Management & Administration		
P01	Issue Administration	1
P02	Customer Administration	1
P03	Issue Generation Management	1
P04	Standing Order Management	1
P05	Philatelic Retail POS	2
P06	Third-party Management & Reconciliation (Agents)	2
P07	Philatelic Stock Management	1
P08	Philatelic E-Commerce Management	3
Stock Management		
S01	Stock Acquisition	1
S02	Stock Transfer	1
S03	Stock Acceptance	1



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S04	Stock Reconciliation	1
S05	Stock Returns & Disposal Management	1



Appendix B – Question Submission Template

The following template is to be used for submitting all questions regarding this RFP to BPO. This template is also to be used to schedule the product demonstration requested in **Product Demonstrations Section** of this RFP.

RFP Question Submission Template

Bidder Requested Information		
1.	Date	
2.	Bidder Contact Name and Email address	
3.	Phone	
4.	Category (Technical, Pricing, Terms and Conditions, General)	
5.	Bidder Question Number	(number - 1,2,3 etc.)

Bidder Question / Proposed Demo Dates:
BPO Response:



Appendix C – Solution Questionnaire

Software Details		Tick as Appropriate
1	Will the source code of customizations, if any, be provided upon purchase and implementation of the software?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2	How long has the proposed software version been available for use? a. 1-3 years b. 3-5 years c. Above 5 years (Please Specify) _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
3	How often are upgrades required for your product? a. 1-3 years b. 3-5 years c. Above 5 years (Please Specify) _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
4	Do you provide support documentation with your solution?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5	Is the software provided with: a. On-line help facility b. Context-sensitive help facility	Yes <input type="checkbox"/> No <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
6	Is the software provided with a complete set of user documentation? a. Electronic b. Hard copy	Yes <input type="checkbox"/> No <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



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7	Is the software provided with a complete set of system documentation? a. Electronic b. Hard copy	<table border="0"><tr><td>Yes</td><td>No</td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></table>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										
Yes	No																	
<input type="checkbox"/>	<input type="checkbox"/>																	
<input type="checkbox"/>	<input type="checkbox"/>																	
8	What development tools are provided with the software (Please Specify)																	
<u>Basic Vendor/Supplier Details</u>																		
9	Does your company provide training for users: a. At the implementation stage b. With each successive upgrade	<table border="0"><tr><td>Yes</td><td>No</td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></table>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										
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10	Do you provide consultancy services in the areas of: a. Development b. Capacity Planning c. Deployment d. Data Conversion e. Configuration Management f. Change Management g. Training	<table border="0"><tr><td>Yes</td><td>No</td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></table>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Appendix D – Company Information Form

Please provide a description of your firm/entity and each associate firm or staff member who will work on this project. Your description should include information on the following:

1. Company status (type of legal entity)
2. Period of operation as a firm to date
3. Core business activities and key consulting competencies
4. Resumes of each associate or staff member (attach separately)

Full Name of Company _____

1. Principal(s) and Director(s) of the Company

2. Company Address

3. Insurance Coverage

Workers Compensation Insurance	BMD\$ _____
Professional Indemnity Insurance	BMD\$ _____
Commercial General Liability Insurance	BMD\$ _____

4. Company Banking Details

Name and address of primary bank:

5. Do you have any involvement with other entities or projects that may present a conflict of interest? If so, please provide details.

6. _____

7. _____



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COMPANY INFORMATION FORM (CONTINUED)

Name of Company: _____

THE COMPANY SHALL COMPLETE THE FOLLOWING STATEMENTS:

- 8. The Company has been engaged in business, under the present business name for _____ years.
- 9. Experience in work of a nature similar to that covered in the proposal documents extends over a period of _____ years.
- 10. The following contracts have been satisfactorily completed in the last three (3) years for the persons, companies or authorities indicated:

	Year	Client Name	Services Performed	Location
(a)				
(b)				
(c)				

- 11. The following person may be contacted for information concerning the work listed above (list a reference for each contract named):

	Name	Title	Address	Telephone
(a)				
(b)				
(c)				

14.

TOTAL NUMBER OF STAFF	
------------------------------	--



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COMPANY INFORMATION FORM (CONTINUED)

Name of Company: _____

Sub-Contractors

In the event that we, the undersigned, are awarded the Contract for the work, we will employ the firms listed below as sub-contractors.

All sub-contractors shall be approved by the BPO; such approvals being finalized prior to the contract award. The successful bidder will not be permitted to change any sub-contractor without the Government's approval.

In the event that we employ a sub-contractor not approved by BPO we will agree to immediately replace this sub-contractor with an approved sub-contractor. We will accept full responsibility for all damages and costs incurred by the Government (including, but not limited to, any and all costs relating to the discharging of liens brought on by any unapproved sub-contractor) as a result of employing an unapproved sub-contractor.

TASK	Sub-Contractor



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All of the above statements are submitted as part of the Company's proposal, and the truthfulness and accuracy of the information is guaranteed by the Company.

Signed:

Print Name:

Title:

Date:



Appendix E – Certificate of Confirmation of Non-Collusion

FORM T7

Form COP24

CERTIFICATE OF CONFIRMATION OF NON-COLLUSION

Notes for the bidder

The essence of an open RFP is that the Government of Bermuda shall receive bona fide competitive proposals from all bidders participating in the process. In recognition of this principle, all companies submitting a proposal will be required, by way of the signature of the Company Principle, state their agreement to the statements below, which indicates that the proposal 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 by the Government of Bermuda.

Confirmation of non-collusion

I/We certify that this is a bona fide bid, 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 additional information, other than that contained within the proposal 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 proposal administrator the amount or approximate amount of my/our proposed bid (other than in confidence in order to obtain quotations 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 proposal or as to the amount of any Proposal to be submitted; or



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(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 _____



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Appendix F – General Declaration Form

TO: Post Master General, Ministry of National Security

Having examined the proposal documents, we the undersigned, offer to BPO in accordance with the terms and conditions outlined in the RFP documents.

1. We declare that this proposal is made without any connection, comparison of figures or arrangements with or knowledge of any other corporation, firm or person making a proposal for the same work and is in all respects fair and without collusion or fraud.
2. We acknowledge that the Government is not bound to accept the lowest or any proposal and will not accept any late proposal.
3. We confirm that we, the undersigned, are conducting business as a proper legal entity and are not delinquent in making payments to the Government for social Insurance contributions, Payroll Tax or any other debt recorded by the (Government of Bermuda, Ministry of Finance) Accountant General's Debt Collection Section.
4. 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 bidders.
5. Having examined the documents and Addenda Nos. _____ inclusive for the execution of the project we, the undersigned, offer to provide the tool /solution and professional services in accordance with the Instructions to bidders, forms, related documents and requirements (Herein called the RFP Documents).
6. We undertake, if our Proposal is accepted, to commence the project as soon as is reasonably possible after the receipt of the Project Manager's notice to commence, and to provide the services comprised in the Contract Documents.
7. We confirm that our proposal shall remain open for acceptance by the Government of Bermuda for a period of One Hundred and Twenty (120) calendar days from the date of this undertaking and shall be irrevocable during this period.
8. We understand that Government may accept/reject any proposal it may receive.
9. Unless and until a formal agreement is prepared and executed, this Proposal, together with your written acceptance thereof, shall constitute a binding contract between us.
10. We consent to the collection and use of any information we give to the Government in response to this solicitation document and waive any right to challenge any decision made by the Government to disclose the information.



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Dated this _____ day of _____, 2016

(Name)

(Signature)

Duly authorized to sign proposals for and on behalf of:

(Firm)

(Address)



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Appendix G – Addenda Acknowledgement Form

We confirm that we have received, understand and have complied with all addenda (if any).

Insert addenda numbers here: _____

SIGNED:

(Signature) _____

(Printed Name) _____

ON BEHALF OF:

(Company) _____

(Mailing address) _____

(Email) _____

(Phone) _____