



Premier Office

Department of Information and Digital Technologies

Request for Information

For

Multi-Department Record and Case Management System

Request for Information No.: IDT2023-BPS-IMM-COURTS

Issued: Friday July 14, 2023

Submission Deadline: Tuesday July 25, 2023 05:00:00 PM Bermuda local time

1. Introduction

This Request for Information (“RFI”) is issued by the Government of Bermuda (the “Government”) through the Premier Office is requesting information from interested parties for the purposes of gathering information about the marketplace in order to assist in the determination of future purchasing options or requirements. Respondents are asked to respond to the Government and provide the information requested below.

2. RFI Timetable

Issue Date of RFI	Friday July 14, 2023
Pre-Bid / Site Meeting	N/A
Deadline for Questions	Friday July 21, 2023
Deadline for Addenda	Friday July 21, 2023
Submission Deadline	Tuesday July 25, 2023 05:00:00 PM

All times listed are in Bermuda local time. The RFI timetable is tentative. It may be changed by the Government at any time, and the Government may choose to waive or extend the Deadline for Questions, Deadline for Addenda, and/or the Submission Deadline.

3. Background

The Department of Information and Digital Technologies (“IDT”) is responsible for, in part, delivering the infrastructure, data and system requirements that support, serve and sustain the Government’s Departments and Civil Servants to improve productivity and services. In the context of this RFI, IDT is seeking information regarding the vision, concept, methodology and implementation of a Multi-Department Record & Case Management System (“MDRCMS”) to serve the individual and collective needs of Government Departments including the Bermuda Police Service, the Department of Court Services, and the Department of Corrections.

There are multiple Records Management Systems (“RMS”) and Case Management Systems (“CMS”) currently in use by different Departments, that lack important functionality, data management and integration capabilities, and as such, are no longer fit for purpose.

Interested parties are requested to provide information regarding your company’s vision, products, and services, as it relates to the development and/or delivery of a Multi-Department Record & Case Management System (“MDRCMS”). The goal is to provide a single system to multiple Departments, which would meet both their individual and collective requirements. The solution should clearly demonstrate that it would be more efficient and cost-effective than separate systems, as well as securing logical access to the different Departments’ specific functions and data.

MDRCMS will replace these legacy systems, providing a more user friendly and functional application that can be accessed securely from any location, provide efficient workflows, centralized data management, analysis, and reporting, as well as allowing integration with other systems, and the ability for expansion for additional Government Departments associated with law enforcement.

The RFI is the first part of a multi-step process. This first phase is to obtain information on vision/concepts, products and services on the delivery of MDRCMS, with additional phases incorporating detailed information RFQs and/or RFPs from those who successfully demonstrate the capability of delivering such a solution.

The Government reserves the right to cancel the RFI and process at any time, and without explanation.

Definition

In the context of this RFI, a Multi-Department Record & Case Management System (“MDRCMS”) is a single system which multiple Government Departments can use to manage their individual records, workflows, data analysis and reporting requirements, while providing more efficient and cost-effective integration of data and workflows between Departments.

While the Government is seeking input from external sources, MDRCMS will ideally include modules or features that provide comprehensive management of the following functions.

Functional Requirements

1. Accidents Management
2. Citations Management
3. Conviction Management
4. Custody Management
5. Evidence Management
6. Forensics Management
7. Intake processing
8. Intelligence Management
9. Investigation Management
10. Medical services
11. Property Management
12. Task management for Individuals and Groups of Individuals
13. Victim Management
14. Warrant Management
15. Witness Management

Technical Requirements

16. Application Programming Interface (API) for integration with external systems
17. Multi-Channel Notifications
18. Comprehensive Audit Logs
19. Configurable workflow management
20. Data Analysis and Reporting Capabilities

Submissions should also include the following and be no longer than 10 pages.

1. A statement of interest
2. A detailed description of the Multi-Department Records & Case Management System
3. A detailed outline of the respondent’s experience, and experience of key team members
4. Links to online prototype, and/or demonstration materials
5. A statement of the system’s technical and regulatory compliance
6. Professional references

Assessment of the Submissions

The Department of Information and Digital Technologies will assess each submission based on the criteria identified below:

1. Years of experience in the industry in which the submission has been made.
2. Relevant experience with the type of project for which the submission is made.
3. Proven capacity to deliver the project requirements.
4. References of similar projects in scope and scale
5. Team qualifications and experience
6. Information shared in Respondent Submission Form (Appendix A) and Questionnaire.

4. Information Requested

Respondent Information Questionnaire.

Please Provide answers to the list of questions below

The Government of Bermuda is seeking sources and request for information for the purchase of an integrated of record and case management system that can support multiple departments within related disciplines.

The Government is seeking out a rough order of magnitude (ROM) general estimate of the project's level of effort and cost and request for information of system that can meet the needs of multiple internal departments. As such the Government is seeking interested parties to provide an overview (no more than 10 page) with product, knowledge, capacity, experience, and the ROM.

All vendors responding to this RFI are responsible for ensuring that documents submitted contain the appropriate proprietary marking.

The response to the RFI will be used for information purposes only and may be used to assemble a list of potential bidders. The failure to respond to this RFI, WILL NOT disqualify an entity from further consideration in connection with any future procurement.

1. Please provide a background summary of your company including.

- a) How is your Company structured organizationally?
- b) Describe your Company's experience with and expertise in the public Multi-Department Record and Case management industry.
- c) If possible, please describe the types of organizations who have either previously used or currently use your organization for case management system or services or solutions that are comparable to what is requested in this RFI.
- d) If possible, please describe the size and scope of these organizations?
- e) Briefly describe the products and services your company provides.
- f) State relevant credentials, qualifications and certifications the company team have that supports their solutions.

2. Please provide the following information regarding Multi- Department Record and Case Management Solution.

- a) Description of your multi-department record and case management system that could be delivered.
- b) How can your solution improve Departments' accessibility and thereby increase efficiency and reduce duplication?
- c) Briefly describe your solution's method to support a multi-department integrated environment.
- d) Please provide what hardware/software would be required by the Government to operate your Solution.
- e) What redundancies (if any) are inherent within your solution?
- g) Please advise where the back-end system(s) of your solution would be hosted and how it will be accessed?
- h) Would your solution allow for real time notifications within the systems, and/or via email of other communication protocols?
- i) How many forms of records or cases can be used with your solution?
- j) Please advise if your solution would have the ability to interface with other external systems.
- k) What functions are available within your product for data analysis and reporting purposes?

3. Please provide the following information.

Can your system support the following functions? yes, or no.

Functional Requirements

- 1. Accidents Management
- 2. Citations Management
- 3. Conviction Management
- 4. Custody Management
- 5. Evidence Management
- 6. Forensics Management
- 7. Intake processing
- 8. Intelligence Management
- 9. Investigation Management
- 10. Medical services
- 11. Property Management
- 12. Task management for Individuals and Groups of Individuals
- 13. Victim Management
- 14. Warrant Management
- 15. Witness Management

Technical Requirements

- 16. Application Programming Interface (API) for integration with external systems
- 17. Multi-Channel Notifications
- 18. Comprehensive Audit Logs
- 19. Configurable workflow management

20. Data Analysis and Reporting Capabilities

4. Additional Information.

- a) Please advise what (if any) information technology security standards are used.
- b) What are your standard contracting terms and conditions?
- c) Please describe your Service Level Agreement's.
- d) Please provide any additional information about your organization that you feel distinguishes you as a provider, or authority in the public record and case management systems.
- e) Reference customers using comparable products or services (including their contact information (if possible)
- f) Reference customers using your products or services today, although not comparable with what is requested in the RFI, (including contact information)

5. Submission Instructions

Respondents are asked to submit their information and signed Respondent Submission Form by Tuesday July 25, 2023 05:00:00 PM to the following email address and to the attention of the RFI Contact.

All Correspondence should be clearly marked in the Subject Line as – RFI Multi-Department Record & Case Management System along with the name of the company submitting.

Email Size must not exceed 10 MB.

RFI Contact: Jonathan K. Cassidy at jkcassidy@gov.bm

Or hand delivered to:

Department of Information and Digital Technologies
Dame Lois Browne-Evans Building,
58 Court Street,
Hamilton, HM 12
Bermuda
Attention: Jonathan K. Cassidy

Outer package must clearly state: Multi-Department Record & Case Management System RFI. Submissions should include respondent information and a completed and signed Respondent Submission Form (Appendix A) that acknowledges, among other things, that this RFI and any respondent submissions will not create a legal relationship or obligation regarding the procurement of any good or service.

Respondents should direct any questions on this RFI process to the same RFI Contact.

Submissions should include a completed and signed Respondent Submission Form (Appendix A) that acknowledges, among other things, that this RFI and any respondent submissions will not create a legal relationship or obligation regarding the procurement of any good or service.

The original and all copies of the response shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the respondent. This authorization shall consist of a written authorisation and shall be attached to the Submission Form included in (Appendix A). The name and position held by each person signing the authorization must be typed or printed below the signature. An Electronic Record of Signature will be accepted in the submission only in accordance with the requirements laid out in the *Electronic Transactions Act 1999*. Any interlineation, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the response.

Respondents downloading this file and intending to respond to this RFI are required to register their interest with the RFI Contact by emailing their company name and contact information to Mr. J. K. Cassidy, Business Relationship Manager, at email jkcassidy@gov.bm prior to the Submission Deadline noted in the RFI timetable above.

Amendment/addenda (if any) will be posted at <https://www.gov.bm/procurement-notices>. Respondents should visit the Government Portal on a regular basis during the procurement process.

APPENDIX A – RESPONDENT SUBMISSION FORM

1. Respondent Information

<p>Please fill out the following form, naming one person to be the respondent’s contact for the RFI process and for any clarifications or communication that might be necessary.</p> <p>If the company is incorporated and registered, then a Certificate of Incorporation and a Certificate of Incumbency is required and must be submitted with the Respondent Submission Form.</p> <p><u>Declaration of Interest:</u> The respondent shall provide details of its ownership and/or managerial structure upon request from the Government. The respondent shall also provide a statement of whether or not it has any relevant and material interest relevant to the provision of the Goods and Services. Such statement shall be provided at least annually or if there is any change in the interest of the respondent.</p>	
Full Legal Name of Respondent or Personal/Given Name:	
Representative’s Name (Person with Signing Authority) and Title:	
Street Address:	
City, Province/State, Parish:	
Postal Code/Zip Code:	
Country:	
Phone Number with Area Code:	
Respondent’s Social Insurance Number issued by the Government of Bermuda:	
Respondent’s Payroll Tax Number issued by the Government of Bermuda:	
Respondent’s Registration Number issued by the Bermuda Registrar of Companies (if incorporated	
Company Website (if any):	
Respondent Contact Name and Title:	
Respondent Contact Phone:	
Respondent Contact Fax:	
Respondent Contact Email:	

2. Terms of Reference

In responding to this RFI, the respondent acknowledges its acceptance of the following RFI Terms of Reference:

a. Request for Information Not a Formal Competitive Bidding Process

This RFI is issued for information-gathering purposes and is not intended to create legal obligations between the Government and any of the respondents or their representatives. Without limiting the generality of the foregoing, this RFI will not necessarily result in any subsequent negotiations, direct contract award, invitational tendering process or open tendering process, and does not constitute a commitment by the Government to procure any goods or services.

b. RFI Not to Limit the Government's Pre-Existing Rights

This RFI will not limit any of the Government's pre-existing rights. Without limiting the generality of the foregoing, the Government expressly reserves the right, at its discretion, to:

- (i) seek subsequent information or initiate discussions with any potential supplier, including potential suppliers that did not respond to this RFI;
- (ii) initiate direct negotiations for the procurement of any good or service with any potential supplier or suppliers, regardless of whether the potential supplier or suppliers responded to this RFI;
- (iii) contact a limited number of potential suppliers, which may include only those that responded to this RFI or may include potential suppliers that did not respond to this RFI, for the purpose of a competitive process for the procurement of any good or service;
- (iv) elect to proceed by way of open tender call where all potential respondents, including those that did not respond to this RFI, are eligible to compete for the award of a contract for the supply of any good or service; and
- (v) elect not to procure the good or service that is the subject of this RFI.

These expressly reserved rights are in addition to any and all other rights of the Government that existed prior to the issuance of this RFI.

c. Pricing Information for General Information Purposes Only

Any pricing information provided by respondents is for general information purposes and is not intended to be binding on respondents. Any legally binding pricing or purchasing commitments will be established only where specified by the express terms of a subsequent tender call process or where established through the execution of a written agreement.

d. Information in RFI Only an Estimate

The Government and its advisers make no representation, warranty or guarantee as to the accuracy of the information or empirical data contained in the RFI or issued by way of addenda. Any quantities shown or data contained in this RFI, or provided by way of addenda, are estimates provided only as general background information.

e. Parties to Bear Their Own Costs

The Government will not be liable for any expenses incurred by a respondent, including the expenses associated with the cost of preparing responses to this RFI. The parties will bear their own costs associated with or incurred through this RFI process, including any costs arising out of, or incurred in, (i) the preparation and issuance of this RFI; (ii) the preparation and making of a submission; or (iii) any other activities related to this RFI process.

f. Accuracy of Responses

The respondent acknowledges that the information provided is, to the best of its knowledge, complete and accurate.

g. Submissions Will Not Be Returned

Except where set out to the contrary in this RFI or expressly requested in the respondent's submission, the submission and any accompanying documentation provided by a respondent will not be returned.

h. Confidential Information of the Government

All information provided by or obtained from the Government in any form in connection with this RFI either before or after the issuance of this RFI (i) is the sole property of the Government and must be treated as confidential; (ii) is not to be used for any purpose other than replying to this RFI; (iii) must not be disclosed without prior written authorization from the Government; and (iv) must be returned by the respondent to the Government immediately upon the request of the Government.

The respondent may not at any time directly or indirectly communicate with the media in relation to this RFI without first obtaining the written permission of the Government.

i. Disclosure of Information

The respondent consents to the Government's collection of information as contemplated under the RFI for the uses contemplated under the RFI. Respondents should not include information in their response that is proprietary or confidential. Information provided by a respondent may be released in accordance with governing laws. To the extent that a respondent does include confidential or proprietary information, the respondent should identify any information in its submission or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Government. The confidentiality of such information will be maintained by the Government, except where the Public Access to Information Act 2010 or where an order by a tribunal or court requires the Government to do otherwise. The respondent consents to the disclosure, on a confidential basis, of this submission by the Government to advisers retained by the Government for the purpose of reviewing this submission.

The respondent acknowledges that the Government may make public the name of any and all respondents.

j. Governing Law

This RFI process will be governed by and construed in accordance with the laws of Bermuda applicable therein.

Signature of Witness

Signature of Respondent Representative

Name of Witness

Name of Respondent Representative

Title of Respondent Representative

Date

SAMPLE CERTIFICATE OF INCUMBENCY

The undersigned being the Secretary of the company as named below (the "Company"), a company duly organised and existing under the laws of the Islands of Bermuda and having it's registered office as set out below **DO HEREBY CERTIFY** that the following is a true and correct listing of the Directors and Officers of the Company in full force and effect as of the date hereof.

DIRECTORS

List

ALTERNATE DIRECTORS

List

OFFICERS

List

IN WITNESS WHEREOF I have hereunto set my signature in accordance with the By-Laws of the Company.

Company Name:

Date:

Secretary/Director