

Bermuda Shipping and Maritime Authority



Request for Proposals (“RFP”) For A Business Telephone System

Issued: June 2, 2017



Request for Proposals (RFP)

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Dear Bidders

Letter of Invitation

RE: A Business Telephone System

The Bermuda Shipping and Maritime Authority (hereafter referred to as "BSMA") is requesting proposals from qualified and experienced firms for the provision of a business telephone system which encompasses the purchase, installation, and maintenance services for use by the BSMA.

The specifications herein are intended to convey the minimum requirements as developed by the BSMA. 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 for the optimal functioning of a business telephone system. Prospective contractors shall propose certain models that they believe will best meet the BSMA's needs.

Proposals are invited from individuals and/or companies who would be fully experienced and qualified in supplying, installing, and servicing of the system. We are also looking for a cost- effective solution for this program as outlined within the Request for Proposals (RFP) documents.

Contract Period:

Please submit a sealed proposal in accordance with the Request for Proposal attached herein and to enable you to submit a proposal, please find enclosed:

- Instructions to Bidders
- Statement of Requirements – Schedule I and II.
- Appendices

The following schedule and appendices are to be completed and returned with your proposal

- Schedule II Telephone System Requirements Matrix**
- Appendix I Company's Qualification Profile**
- Appendix II Company Information and References**
- Appendix III Current or Previous Customer and Client Reference(s)**
- Appendix IV Certificate of Confirmation of Non-Collusion**
- Appendix V Financial (Cost) Proposal**
- Appendix VI Form of Proposal**

Full details and Request for Proposals documents may also be obtained from the www.bermudashipping.bm website.

Queries

All queries must be in writing and directed to Karen Trott at email: ktrott@northrock.bm and cc dbutterfield@bermudashipping.bm by June 7, 2017 @ 4:00pm.

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



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

Yours Sincerely,

Capt. GPA Nawaratne
Chief Executive Officer
Bermuda Shipping and Maritime Authority



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Part 1 Instructions to Bidders

The following outlines the process that will be followed by the BSMA to seek proposals from potential Bidders.

1. PUBLIC ACCESS TO INFORMATION:

Any information collected or used by or on behalf of the Bermuda Shipping and Maritime Authority 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.

2. Important Dates

Publish date for the Request for Proposal	By 2 nd June, 2017
Cut off for Questions submitted by Prospective Bidders	4:00pm 7 th of June, 2017
Answers Provided by BSMA	By 9 th of June, 2017
Bidder Proposals Submitted	By 2:00pm AST, 14 th June 2017
Award Approval	June 26 th 2017
Commencement of Work	Within 7 business days after contract signing
Go Live	To Be Determined

3. Project Authorities

i. Executive Sponsor	Capt. GPA Nawaratne, Chief Executive Officer Bermuda Shipping and Maritime Authority (BSMA)
ii. BSMA Contact	Karen Trott Email: ktrott@northrock.bm Cc: Dorothy Butterfield Email: dbutterfield@bermudashipping.bm Address: Bermuda Shipping and Maritime Authority 3 rd Floor, Global House 43 Church Street, Hamilton HM 12 or P.O. Box HM 1628 Hamilton HM GX, Bermuda
Phone:	(441) 295-7251
Fax:	(441) 295-3718



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4. Submission Deadline

- i. Proposals must be received no later than 2:00 pm, on Wednesday, 14th of June 2017.
- ii. Proposals received after the stated deadline will be considered as a 'NO BID' and 'VOID'.
- iii. The time stamp for proposals submitted electronically will be that of the Bermuda Shipping and Maritime Authority's mail server. It is the vendor's responsibility to allow sufficient time for electronic transmission and delivery, especially in the case of large files.
- iv. All proposals will be considered final, no additions, deletions, corrections or adjustments will be accepted after the Submission Deadline as noted in 4.i.
- v. BSMA may, at their own discretion, extend the deadline for submission of proposals by issuing an amendment in which case all rights and obligations of the BSMA and the Bidders previously subject to the original deadline shall thereafter be subject to the new deadline as extended as per Clause 6.

5. Late Proposals

Late proposals WILL NOT BE CONSIDERED. The deadline is absolute and proposals received after the due date and time shall not be considered. Bidders must select a method of delivery that ensures proposals will be delivered to the correct location by the due date and time, as specified in "Important Dates".

6. Procedure for Submitting Questions and Enquires

- i. Questions pertaining to this RFP must be submitted IN WRITING via e-mail to BSMA contact person(s) mentioned under "BSMA Contact Information" Clause 3(ii). Please be as specific as possible, citing the section and number where possible. Questions must be submitted by the deadline provided. In the subject line of the email please state "Enquiry RFP Business Telephone System".
- ii. The BSMA will provide a written response to all pertinent questions in the form of an Addendum which will be posted at www.bermudashipping.bm and sent to all Bidders registered via email.
- iii. Questions must be submitted by the questions deadline, as specified in "Important Dates". Questions after this deadline will not be answered.
- iv. At any time before the submission deadline of the RFP, the BSMA may alter or amend, in whole or in part, any terms or provisions of this RFP. The BSMA will communicate any such modification or amendment in the form of addendum as noted above in 6 (ii).

7. Modifications and Withdrawal of Proposals

- i. The Bidder may modify or withdraw their proposal after submission, provided that the modification or notice of withdrawal is received in writing by the BSMA prior to the prescribed deadline for submission of proposals.



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- ii. The Bidder's modification or notice of withdrawal shall be prepared, sealed, marked and delivered in accordance with the provisions of Clause 2 for the submission of Proposals with the envelope additionally marked "MODIFICATION" or "WITHDRAWAL" as appropriate.
- iii. Subject to Clause 6, no Proposal shall be modified subsequent to the deadline for submission of Proposals.

8. Cost Related to Proposal Preparation

- i. The bidder shall bear all costs associated with the preparation and submission of the proposal and the Bermuda Shipping and Maritime Authority, hereinafter referred to as the BSMA, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

9. Submission Delivery

- i. All submissions become the property of the BSMA and will not be returned. All conditions contained in the RFP are considered accepted by the Bidder in any information submitted.
- ii. Submissions may be from individual bidders or multiple bidders. In the case of multiple bidders, one party must be clearly identified as the primary bidder, with all others being indicated as secondary bidders (indicated as sub-contractors).
- iii. All proposals will be considered final. No additions, deletions, corrections or adjustments will be accepted after the Submission Deadline.
- iv. Bidders may deliver submissions by e-mail to: applications@bermudashipping.bm . Proposals submitted via e-mail must have "RFP Business Telephone System BSMA 2017/01" in the subject line.
- v. All e-mail deliveries must be in an editable format, particularly Microsoft Word. The solution is to be delivered as detailed in the attached "Statement of Requirements Objective" document at Schedule I, and Telephone System Requirements Matrix at Schedule II. The pricing proposal shall be submitted in Microsoft Excel (Appendix V).
- vi. Hardcopies are not required but may be submitted in a sealed envelope and delivered to the following address:

Bermuda Shipping and Maritime Authority
3rd Floor, Global House
43 Church Street
Hamilton HM 12
Or

Bermuda Shipping and Maritime Authority
P.O. Box HM 1628
Hamilton HM GX

- vii. The outer envelope **must clearly** be marked with the title:



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**“RFP for Business Telephone System
Attention: Karen Trott / Dorothy Butterfield
“Do Not Open until 2:00 p.m. on the 14th of June 2017”.**

- viii. All proposals submitted as electronic or hard copy bound documents:
- All pages shall be sequentially numbered and a table of contents shall be provided.
 - The font size on each page shall be 11, Times New Roman.
 - The pages shall be double sided and double-spaced.
- ix. The original hard copy version of the proposal will be considered the official proposal submission. Three (3) identical bound copies of the Proposal shall be included in the envelope.
- One (1) copy marked “Original” and containing original signatures.
 - Two (2) copies marked “Duplicate.”
 - One (1) digital copy (Adobe PDF format)
- x. If the envelope is not sealed and marked as instructed above, the BSMA will assume no responsibility for the misplacement or premature opening of the proposal submitted. An envelope opened prematurely for this cause will be rejected by the BSMA and bidder will be notified.

10. Response Documents and Content of Proposal Submission

10.1 Letter of Submission

Each proposal must be accompanied by a Letter of Submission that:

- i. identifies the submitting bidder;
- ii. includes a statement indicating which bidder, if multiple bidders are proposing jointly, intends to act as primary bidder and contact for proposal evaluation questions and the delivery and maintenance of all post-proposal correspondence;
- iii. includes a brief statement of the bidder’s understanding of the work to be done and a summary of the proposed definition of services to be delivered in accordance to Schedules I and II Requirements.
- iv. identifies the name, title, address, telephone number, fax number, and e-mail address of each person authorized by the bidder to contractually obligate the bidder;
- v. identifies the name, title, address, telephone number, fax number, and e-mail address of the bidder contact;
- vi. includes a statement that the person signing the transmittal letter is authorized to legally bind the bidder;
- vii. is signed by the person(s) authorized to contractually obligate the organization; and
- viii. acknowledges receipt of amendments to this RFP, if any.

In order to expedite the evaluation process, each proposal shall be organized in accordance with this section. Proposals that do not follow the specified format outlined below, or fail to provide the required documentation, may receive lower scores. In the event of any conflict between any of the proposal documents, resolution thereof shall be in the BSMA’s sole discretion.

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Proposal shall be written in the English language. Proposals shall not exceed forty-five (45) pages in length, excluding supporting material. Supporting material includes only requisite project references and resumes of key personnel. Proposals shall include the following information in the format indicated:

10.2 Content of Proposal Submission;

- i. **Executive Summary** – Include a summary containing highlights of the proposal, describing how the prospective contractor will meet the requirements of the RFP. Include the proposed approach to providing the services described in this RFP and a statement of the prospective contractor's understanding of the project and services required.
- ii. **Table of Contents** – A table of contents shall be provided that identifies the page numbers where the various sections included in the proposal can be found.
- iii. **Company Information**(Appendix I, II and III) - Including bidder qualifications and experience as well as background information on the personnel proposed to work on the project (including credentialing and licensing of each staff person), the size of staff, overall capabilities, and a brief description of who will be assigned to manage the System. All corporate bidders must include, with their proposal, a copy of the company's certificate of incorporation as evidence of the fact that the company is an existing registered company as at the date of proposal. Failure to provide the certificate of incorporation will render the proposal void.
- iv. **Proposed Description of Services to be delivered** – A description of the proposed solution that will meet the requirements set out in the Requirements Document. The description should set out the goods and services provided to support the requirements.
- v. **The Proposed Solution** - A description of the proposed solution that will meet the requirements set out in the attachments (Schedule I) "Statement of Requirements Objective", (Schedule II) "Business Telephone System Matrix". The description should set out the functions and features of the system. Emphasis should be placed on concise, clear descriptions of the features and benefits of the products or solutions offered. Sufficient detail on technical requirements should be provided to describe the utility and compatibility of products and services. The vendor may recommend 'Future Features' and may propose ideas as to how these features will be accommodated in future releases of the system, but the 'Future Features' must **not** be included in the cost estimate for this proposal.
- vi. **The Proposed Approach** - A description of the proposed approach for implementation, training and testing of the proposed solution. The description should set out the methodology for analysis, documentation and verification of the requirements throughout the lifecycle.
- vii. **Project Approach and Schedule**- the Proposal shall describe the project implementation approach; detail the roles and responsibilities of the BSMA and the contractor; and the schedule for each of the projects major tasks. The schedule for each task and timing of each deliverable should be based upon 'the number of calendar days or weeks needed to complete the project.
- viii. **Project Plan and Methodology, and Response to Technical Questions** – A description of the proposed approach which will be used to deliver the works outlined in the Statement of Requirements and the Technical Questions. This will show how the bidder proposes to

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approach the project and will comply with the cost schedule referred to in paragraph (iv) above. Bidder must include as part of its approach a detailed Gantt chart developed in Microsoft Project 2007®, or later version, that contains all major project tasks of the proposed approach. The Gantt chart must include at a minimum:

1. Detailed tasks and dependencies;
 2. Task start and end dates;
- a) Bidder must describe the project methodology they will use for the system design and project management. This segment of the proposal should establish the appropriateness and value of the proposed methodology in relation to this RFP.
 - b) Bidders should identify other projects in which they have successfully used the methodology. These examples may be used as benchmarks for performance standards for deliverables in this project.
 - c) Bidders should identify the potential risks and problems which, in their experience, occur on projects of this type.
 - d) In addition, the bidder should identify steps that can be taken by the bidder or by the BSMA to avoid or mitigate these problems and steps to be taken should the problem occur. Activities should be incorporated in the project plan to reduce the occurrence, severity and impact of events or situations that can compromise the attainment of any project objective. This description should convey the level of detail involved in each activity and identify the significant milestones that occur in each area.
 - e) This description should also include any planned use of development tools, programming languages, hardware platforms, operating systems, and other technical architecture factors relevant to the development and deployment of the system.
- ix. **Technology Approach and Architecture:** - Please describe the overall technology approach and architecture being proposed. Specify the make and models of equipment being proposed and the names, publisher and version of any software.
- x. **Financial (Costs) Proposal (Appendix V)** – This refers to the total cost to design, build, test, train, implement, and operate including all other expenses pertaining to the system and the cost to deliver proposed goods and services, including initial staffing and technology costs. The cost of the project should include, but not be limited to, a breakdown of hardware, software, analysis, design and programming, training, project management and any other costs (expenses). These costs must be outlined as per the Financial Proposal Form (Appendix V).
- a) A payment schedule must be included that contains milestones and the associated payment amount. All costs for training must be included.
 - b) The first milestone and associated payment amount on the schedule must be for the Statement of Work.
 - c) All costs and rates quoted should be “as landed” costs in Bermuda dollars. It should include, but not be limited to, a breakdown of hourly/daily rate chargeable in Bermuda dollars, number of hours/days required for project completion and any other costs (expenses).
- xi. **All Related Schedule and Appendices** attached are duly completed and signed.



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The following documents must be completed and submitted with your proposal. Proposals that do not include the following documents shall be deemed non-responsive and will not be considered:

Schedule II Business Telephone System Matrix

Appendix I Company's Qualification Profile

Appendix II Company Information and References

Appendix III Current or previous customer and client reference(s)

Appendix IV Certificate of Confirmation of Non-Collusion

Appendix V Financial (Cost) Proposal

Appendix VI Form of Proposal

- xii. **Sample Documents** – The proposal shall include sample documents of license and maintenance agreements if applicable.

10.3 Summary of Proposal

Using the template titled "Financial (Cost) Proposal" (Appendix V) outline the following along with a signature:

1. High Level Description of Solution
2. Technology Platform
3. Software
4. Hosting (if Virtual PBX) – if applicable
5. Security
6. Total \$ Cost of Acquisition
 - i. Hardware
 - ii. Software
 - iii. Analysis, Design & Development – if applicable
 - iv. Project Management
 - v. Initial Statement of Work
 - vi. Testing
 - vii. Training
 - viii. Travel – if applicable
 - ix. Expenses
8. Other Costs or Expenses
9. Annual dollar Cost of Ownership. This should identify, where applicable, the annual recurring costs to manage the project. It should include, but may not be limited to, a breakdown of software license fees and support contracts.
10. Start/ Implementation Dates

10.4 Required BSMA Resources

Any applicable resources required of the Bermuda Shipping and Maritime Authority must be identified in terms of staff, office space, training facilities, computer hardware, networking, cabling, or other supplies, etc.

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11. Proposal Validity Period

- i. Proposal shall remain valid and open for a period of thirty (30) calendar days from the date deadline for submissions as noted in clause 4, unless the deadline is modified by an amendment to this RFP. The Proposal shall remain binding and may be accepted at any time before the expiration of that period. The Bidders shall maintain, without charge, the proposed key staff.
- ii. In exceptional circumstances, prior to the expiry of the original Proposal validity period, the BSMA may request the Bidder to extend the proposal validity for a specified extension period. The request and the responses thereto shall be made in writing by email or by facsimile. A Bidder may refuse the request and withdraw his Tender. A Bidder agreeing to the request will not be required nor permitted to modify their proposal.
- iii. This validity period shall be applied to all proposals received regardless if a different validity period is specifically stated within a proposal.

12. Clarification of RFP Information

- i. All prospective Bidders will be provided with this documentation and the opportunity to submit written enquiries to the BSMA Contacts by sending an e-mail to: ktrott@northrock.bm and Cc dbutterfield@bermudashipping.bm. In the subject line of the email state "Enquiry" for RFP Business Telephone System **no later than 4:00pm 7th of June 2017**.
- ii. The responses will be communicated to the Bidders who have responded, by email, without identifying the source and will also be posted on the www.bermudashipping.bm website.

13. Bidder's Responsibility

It is the Bidder's responsibility to ensure its complete understanding of the Requirements Document and instructions specified by the BSMA. In the event that clarification is required Bidders should submit written enquiries as described in clause 12 above. It is the Bidder's responsibility to periodically check the www.bermudashipping.bm website for any and all addendum, notifications, and releases associated with this RFP.

14. Amendments

At any time before the close of the RFP, the BSMA may alter, amend, delete or add to, in whole or in part, any terms or provisions of this RFP. The BSMA may modify, amend or revise any provision of this RFP or issue addendums at any time. The BSMA will communicate any such modification or amendment to the Bidders via email and by posting to www.bermudashipping.bm. It is the bidder's responsibility to periodically check the www.bermudashipping.bm website for any and all addendum, notifications, and releases associated with this RFP.

15. Confidentiality Agreement

All submissions shall be regarded as containing confidential and proprietary information that shall not be disclosed to the public unless the information is contained in a record that is not exempt from disclosure under the Public Access to Information Act 2010. However, details regarding the final contract award (name of bidder and price) may be publicly announced.



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The selected firm and key individuals may be required to sign a project confidentiality agreement limiting information that may be discussed outside the team.

16. Proposal Opening

- i. Proposals for which an acceptable notice of withdrawal has been submitted pursuant to Clause 5 shall not be opened. BSMA will examine Proposals to determine whether they are complete, and whether the documents have been properly signed and whether the proposals are generally in order.
- ii. The Proposal opening will be a Non-public Opening. The submitted envelopes shall be opened in the presence of the evaluation panel members only at the specified submission closing time and date. The names of the vendors and the proposed prices will be recorded.
- iii. The BSMA shall prepare and record the names of bidders at the proposal opening, including the information disclosed to those present and who participated in the opening. After the opening the proposals will be delivered to the evaluation team for evaluation.

17. Review Process/Evaluation Criteria

The proposals submitted to the BSMA will be evaluated in a multi stage process. The first stage is a qualitative evaluation of each proposal by the individual project team members followed by moderation and consolidation resulting in a short list of potential vendors. Subsequently, client references will be taken up for the short listed vendors; then they may be requested to make a presentation, which may result in the award of a contract. The only information that will then be released is the name of the successful vendor. All vendors will be advised of the Bermuda Shipping and Maritime Authority's decision.

17.1 Evaluation Process to be Confidential

- i. After the opening of proposals, 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.
- ii. Any effort by a Bidder to influence the BSMA in the process of examination, clarification, evaluation and comparison of proposals, and in decisions concerning award of Contract, shall result in the rejection of the Proposal.

17.2 Evaluation Process

The proposals submitted to the Bermuda Shipping and Maritime Authority will be evaluated in stages. The first stage is a qualitative evaluation of each proposal by the individual project team members followed by moderation and consolidation resulting in a short list of potential bidders. Subsequently, client references will be taken up for the short listed bidders; then they may be requested to make a presentation and onto the final award recommendation.

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17.3.1 Proposal Responsiveness (Pass/Fail) (Stage 1)

- i. Proposals will be reviewed to determine compliance with all baseline requirements.
- ii. Submission must be timely, and all required documentation must be included. Submissions that are late or that fail to contain the required documents and information will be considered nonresponsive and will be disqualified from further consideration.
- iii. Required Documentation: Proposal will be reviewed to determine if all required documentation was included with proposal submittal as described in Clause 10. Proposals that fail to contain the required documents with their technical/cost proposals will be disqualified from further consideration.

17.3.2 Proposal Review and Technical Evaluation (Stage 2)

- i. The proposals will be evaluated against the predetermined criteria as set out in the RFP. The proposals will be scored as per the Evaluation matrix weighted scoring method (Exhibit A- Evaluation Matrix).
- ii. Regarding clarification of proposal documents, to assist in the examination, evaluation and comparison of Proposals, the BSMA may seek written clarification from any or all Bidders in order to better understand and evaluate the proposed solution. This process may not be used as an opportunity to submit missing documentation or to make substantive revisions to the original proposal.

17.3.3 Presentations/Oral Interviews (Stage 3)

- i. Bidders who are short listed (proposals determined to have scored in the competitive range) may be invited to present oral presentations for the purpose of introducing key members of the evaluation team and allowing the BSMA to fully understand the bidder's ability to meet the evaluation criteria. Oral presentations will not be scored separately. Instead the BSMA may modify proposal scores and resulting rankings based on the oral presentation.
- ii. The bidder's contact identified in the proposal must be the lead presenter in the oral presentation.

17.3.4 Financial (Cost) Evaluation (Stage 4)

After the technical and oral presentations, the financial offers will be evaluated and the score will be scored accordance with all the criteria outlined.

17.3.5 Final Award Recommendation

The final award recommendation will be based on the highest scoring proposal based on suitability and experience in supplying and administering the required

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system. This may not be the lowest cost proposal received. Final award shall be contingent upon reaching an agreement on contractual terms, if applicable.

18. Correction of Arithmetic Errors

- i. Proposals determined to be substantially responsive will be checked by the BSMA for any arithmetic errors in computation and summations. Errors will be corrected by the BSMA as follows:
 - a. Where there is a discrepancy between amounts in figures and in words, the amount in words will govern.
 - b. Where there is a discrepancy between the individual sums and the total amount derived from the sum of the individual sums, the individual sums as quoted will govern, and the total amount will be corrected.
- ii. The amount stated in the Financial (Cost) Proposal (Appendix V) will be adjusted by the BSMA in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount of the Proposal, the Proposal will be rejected.

19. BSMA's Right to Accept a Proposal and to Reject Any or All Proposals.

- i. The Bermuda Shipping and Maritime Authority will not be obliged to accept the lowest price or any of the proposals submitted.
- ii. Each bidder acknowledges and agrees that the BSMA will have no liability or obligation to any bidders, except to the bidder, if any, awarded a contract by the BSMA in its sole discretion and it shall be fully and forever released and discharged of all liability and obligation in connection with this RFP.
- iii. The BSMA reserves the right to cancel this RFP at any time prior to the execution of a contract, without any obligation or reimbursement to any Bidder.
- iv. The BSMA may declare this request for proposals void when it is evident that there is a lack of competition or there has been collusion.

20. Award of Contract

- i. The BSMA reserves the right to accept an offer in full, or in part, or to reject all offers.
- ii. The BSMA will award the Contract to the Bidder whose proposal has been determined to be substantially responsive to the RFP documents and who, in the opinion of the BSMA, has offered the best proposal taking into consideration the price, the Bidder's capability and available resources to carry out the Contract effectively and the Bidder's schedule. This may not be the lowest proposal received.
- iii. Award will be based on the overall highest ranked proposal score in accordance with technical and financial evaluation criteria and who have submitted all mandatory requirements.
- iv. Should the BSMA in its sole discretion determine that a secondary award is required; the award will be to the second highest ranked proposal.
- v. Should the selected vendor fail to provide post-award documents as required, the BSMA, in its sole discretion, may withdraw the award recommendation, and select the next highest ranked proposal for award.



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- vi. The final award will be subject to verification of the payment of taxes or other financial obligations to the Government of Bermuda, by the Bidder.
- vii. Final award shall be contingent upon reaching an agreement on software licensing and contractual terms, if applicable.
- viii. All agreements will require the contractor to adhere to the terms of their proposal and to act in accordance with all applicable laws and regulations.
- ix. Payments will be authorized on invoices 30 calendar days after receipt of the services, and on completion of reporting requirements. All responses must include any proposed variations to these standard payment terms for discussion and negotiation.

21. Negotiations

The BSMA reserves the right to enter into discussions or to negotiate with a bidder as it sees fit, or with another bidder or bidders concurrently. At no time will the BSMA be required to enter into discussions or negotiations on similar or other terms or offer any modified terms to any other bidders before entering into a binding contract. The BSMA shall incur no liability to any bidder as a result of these discussions, negotiations or modifications.

22. References

Before awarding any contract the BSMA reserves the right to require the successful bidder to submit evidence of qualifications as it may deem appropriate. This evidence may include financial, technical and other qualifications as well as the relevant experience and skills of the successful bidder.

23. Ownership

- i. All information and data produced as part of the project is owned expressly by the Bermuda Shipping and Maritime Authority. The bidder can only take possession of relevant Bermuda Shipping and Maritime Authority information when granted by the Project Authorities, 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 the Bermuda Shipping and Maritime Authority.
- ii. Vendors should provide an explanation of ownership, licensure, and resale expectations of the application, source code, derivatives of source code, or Terms and Conditions.

24. Notice of Award

The BSMA will notify the successful bidder and unsuccessful bidders in writing by email, facsimile or registered letter, after Board Approval has been received.

25. Signing of Contract Agreement

- i. At the same time that the successful Bidder is notified in writing that their proposal has been accepted, the BSMA will send the Bidder the contract agreement for signature.
- ii. Within 7 calendar days of receipt of the Contract Agreement, the successful Bidder shall sign and return it to the BSMA as directed in the contract document.



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26. System Delivery

The solution is considered delivered when the system is functioning optimally and signed off by the Bermuda Shipping and Maritime Authority.

27. Grounds for Disqualification

- i. Contact regarding this procurement with any BSMA official or employee or evaluation team member in any way other than specified in the RFP from the time of issuance of this solicitation until the end of the protest period.
- ii. Evidence of collusion, directly or indirectly, among prospective contractors in regard to the amount, terms, or conditions of this proposal.
- iii. Influencing any BSMA staff member or evaluation team member throughout the solicitation process, including the development of specifications.
- iv. Evidence of submitting incorrect information in the response to a solicitation or misrepresentation or failure to disclose material facts during the evaluation process.

In addition to violations of the guidelines, the following conduct may also result in disqualification:

- v. Offering gifts or souvenirs, even of minimal value, to BSMA officers or employees.
- vi. Existence of any lawsuit, unresolved contractual claim or dispute between prospective contractors and the BSMA.
- vii. Evidence of prospective contractors' inability to successfully complete the responsibilities and obligations of the proposal.
- viii. Prospective contractors' default under any BSMA agreement, resulting in termination of such Agreement.

28. Protest Procedures

If an unsuccessful Bidder wants to dispute the award recommendation, the protest must be submitted to the Chief Executive Officer no later than ten (10) calendar days after the announcement of the successful Bidder, detailing the grounds and providing all supporting information, for review by the Board. Disputes received after the 10 calendar days from the contract award will not be considered.

The address for submitting protests is:

Bermuda Shipping and Maritime Authority
3rd Floor, Global House
43 Church Street
Hamilton HM 12
Or
P.O. Box HM 1628
Hamilton HM G
Bermuda
Attention: Capt. GPA Nawaratne



Request for Proposals (RFP)

29. Acceptance and Authority to Cancel this RFP

The Bermuda Shipping and Maritime Authority will not be obliged to accept the lowest price or any of the proposals submitted. Each vendor acknowledges and agrees that the Bermuda Shipping and Maritime Authority will have no liability or obligation to any vendor, except to the party, if any, awarded a contract by the Bermuda Shipping and Maritime Authority in its sole discretion and it shall be fully and forever released and discharged of all liability and obligation in connection with this Request for Proposal (RFP). The Bermuda Shipping and Maritime Authority will not make public the vendor submissions and reserves the right to cancel this RFP without any obligation or reimbursement to vendors.

End of Instructions to Bidders

Exhibit A – Evaluation Matrix

Tender Ref:	[Insert project name here]																
		SCORES - please see notes & scoring tab							Weighted scores						Comments		
ITEM	CRITERIA	WEIGHTING	Tender 1	Tender 2	Tender 3	Tender 4	Tender 5	Tender 6	Tender 1	Tender 2	Tender 3	Tender 4	Tender 5	Tender 6			
1	Experience & Capability:		Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name			
1.1	Does the bidder clearly demonstrate the ability to deliver the requirements of the tender?		0.00	0.00	0.00	0.00	0.00	0.00									
1.2	Did the bidder offer evidence of experience with projects of a similar technical level?		0.00	0.00	0.00	0.00	0.00	0.00									
1.3	Did the bidder offer sufficient evidence of experience with completing projects within timescales and budgets?		0.00	0.00	0.00	0.00	0.00	0.00									
1.4	Is the bidder able to complete the work within the required timescales?		0.00	0.00	0.00	0.00	0.00	0.00									
1.5	Does the bidder state that they have sufficient, suitably experienced resources available?		0.00	0.00	0.00	0.00	0.00	0.00									
1.6	Does the bidder have a good track record in Health & Safety?		0.00	0.00	0.00	0.00	0.00	0.00									
1.7	Were the bidders referees positive about their experience of working with the contractor/supplier, and would they use them again?		0.00	0.00	0.00	0.00	0.00	0.00									
1T	Total Score - Section 1	50%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
2	Financial Analysis		Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name			
2.1	Tender price (include all costs)		0.00	0.00	0.00	0.00	0.00	0.00									
2.2	The bidder is in a stable financial position.		0.00	0.00	0.00	0.00	0.00	0.00									
2.3	The bidder has no outstanding Government debt		0.00	0.00	0.00	0.00	0.00	0.00									
2T	Total Score - Section 2	30%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
3	Social, Environmental & Economic criteria		Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name	Supplier Name			
3.1	Percentage of workforce that are Bermudian		0.00	0.00	0.00	0.00	0.00	0.00									
3.2	Does the bidder offer evidence of providing apprenticeships/training positions or being willing to offer them?		0.00	0.00	0.00	0.00	0.00	0.00									
3.3	Does the bidder have an environmental policy in place?		0.00	0.00	0.00	0.00	0.00	0.00									
3.4	Has the bidder given evidence that they have participated in appropriate business skills training e.g. The BSBDC Construction Incubator?		0.00	0.00	0.00	0.00	0.00	0.00									
3T	Total Score - Section 3	20%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
		100%															
	Fully weighted scores								0.00	0.00	0.00	0.00	0.00	0.00			



Request for Proposals (RFP)

General Notes	
Issuance of tenders	All tenders issued must contain a summary of the evaluation criteria and weighting to be used. The Accountable Officer for the tender must ensure that all mandatory evaluation criteria are covered in the tender specification/information requirements
Yellow Cells	Yellow cells are not to be changed as they contain calculation formulae and/or mandatory information
Blue cells	Blue cells are for the evaluation team to fill in. Supplier names should be inserted prior to circulation to the full team to ensure continuity
Weighting	The weighting of sections 1&2 can be amended, however; Section 3 weighting of 20% is mandatory
Amendments	Amendments to the criteria (except yellow areas) are permissible according to the tender requirements, but must be authorised in advance by the OPMP
Section / Scoring	
<i>n.b. In some cases multiple bidders can achieve the same score where they have submitted the same level of evidence.</i>	
1.1	Award a maximum of 5 points to each bid based on their technical knowledge and understanding of the tender requirements
1.2	5 = more than one project at a similar level, 3 = one project at a similar level, 0 = no projects at a similar level. NB this should not be based solely on Govt. experience.
1.3	as 1.2
1.4	5 = can complete in less time than expected, 4 = yes, with no caveats, 3 = yes, with acceptable caveats, 2 = yes, but with unacceptable caveats, 1 = no, but within a reasonable timescale, 0 = no
1.5	5 = yes, 0= no
1.6	5 = no history of any accidents (major or minor) 3 = no history of major accidents, 1 = no history of major accidents in over 2 years, 0 = no evidence of a track record in H&S
1.7	5 = more than one positive referee submitted and checked, 3 = one positive referee submitted and checked, 0= no referees in submission / negative responses from referees
2.1 (non construction)	5 = lowest bid, 4 = next lowest etc until 0 = most expensive
2.1 (construction)	5 = equal to or within 15% of estimate, 4 = between 16% to 30% (over or under) of estimate , 3 = between 30% to 40% (over or under) of estimate, 2 = between 40% and 50% (over or under) of estimate, 0 = over 50% more or less than estimate
2.2	Following financial checks, i.e. checking a bank reference, the following scores should be awarded - 5 = all financial checks sound, 3 = minor financial concerns, 1 = major financial concerns, 0 = no evidence provided / evidence of severe financial instability
2.3	Following checks with Social Insurance and Tax Commissioner check the following scores should be awarded - 5 = all financial checks sound, 3 = minor financial concerns, 1 = major financial concerns, 0 = no evidence provided / evidence of severe financial instability
3.1	5 should be awarded to the bidder with the highest percentage of the workforce being Bermudian, down to 0 for the least percentage of Bermudians
3.2	5 = substantive evidence that apprenticeships/training positions in place, 3 = some evidence of apprenticeships/training in place, 0 = no evidence of apprenticeships/training in place
3.3	5 = yes, 0= no
3.4	5 = graduated from Incubator, 3 = other business skills training evident, 0 = no business skills training evident

Part 2 Statement of Requirements and Objectives

Schedule I Statement of Requirements

Business Telephone System

To implement a telephone system for use by the Bermuda Shipping and Maritime Authority (BSMA). The solution will satisfy the requirements outlined thereby assisting the BSMA to operate independently in its new capacity (effective October 1, 2016) as a Quango.

1 Overview

The BSMA, which is comprised of three divisions, Shipping Registry, Survey Division, and Quality Assurance Division, is responsible for covering maritime safety, prevention of pollution, marine security and standards of seafarers for ships on their registry. All BSMA operations are governed by a Memorandum of Understanding (MoU) between the UK Government and the Bermuda Government, and various International Conventions and Treaties concerning operations of ships engaged in international trade and plying international waters.

A robust telephone system solution will fully support the BSMA in maintaining contact with their international client base and other partners.

2 Scale and Scope

- i. The BSMA expects that the system will be required to handle a maximum of 30 concurrent users.
- ii. Twenty-one (21) desk telephone sets, one (1) primary reception console and one (1) secondary reception console are required.
- iii. One (1) conference phone required for the meeting room.
- iv. Twenty-two headsets required.

3 Bermuda Shipping and Maritime Authority Oversight

The BSMA will be responsible for the deployment and use of the telephone system. Support by the vendor will need to be provided as required during implementation of the system.

4 Functionality

This section defines and describes the features of the proposed BSMA application. Features are the high-level capabilities of the system that are necessary to deliver benefits to the users.

4.1 Access and Usage

All BSMA employees shall be assigned individual telephone sets and provided with generic passwords for initial usage of the voice message application to facilitate their usage of the system.

4.2 Users & Roles

There are 2 types of users of the telephone system. They are:

- Administrator(s)
- Standard Users – General BSMA Employees

Each user will have the ability to operate assigned phones and associated voicemail via self-managed password protections as well as the conference phone.

4.3 Administrator Functions

This feature will allow Administrators to complete the following duties:

- Change global system features, if applicable
- Reset voicemail passwords
- Run query/usage reports, as necessary

5. Additional Requirements

5.1 Performance Requirements

The application must be scalable to 30 concurrent users.

5.2 System Availability

The system will need to be functional twenty four hours a day. In the event of system unavailability due to a software or database problems, the vendor technical support must make its best effort to return the system to operational status within **2** hours.

6. Testing, Training, & Implementation

6.1 Testing

As part of the delivery of the system the vendor shall submit a full system test plan. This plan shall include all elements of software, hardware and user testing, as applicable.

The Vendor will be responsible for creating test scripts that outline test conditions and expected results.

6.2 User Training

As part of the delivery of the system the vendor shall provide training for all users who work for the BSMA.

Although no specific demands are being placed on the vendor with respect to the duration of said training, or its design, the training must be provided on the island of Bermuda and be sufficient for the trained persons to begin using the system in completion of their job responsibilities immediately upon completion. It is expected that trainee competence will be tested at the end of this training program. It is desired that the vendor deliver the training during the final two weeks of the system implementation plan.

6.3 Documentation

- i. As part of the system delivery, the vendor shall provide system documentation inclusive of system hardware and application diagrams.
- ii. Any routine maintenance to be performed by the vendor or BSMA should be included in this documentation.

7. General Requirements

7.1 Debt to Government

The final award will be subject to verification of the payment of taxes or other financial obligations to the Government of Bermuda, by the Bidder.

7.2 Health and Safety Regulations

- i. The successful contractor must comply with all legal requirements of all levels of Government. All workplace injuries, accidents or incidents must be reported to Government by the successful contractor within 24 hours.
- ii. All work must be carried out in strict accordance with the Bermuda Occupational Safety & Health Act Regulations of 2009. The Bermuda Government Health and Safety policy includes the provision that no alcohol or prohibited drugs may be consumed on the site or in any vehicle related to the works or service provided. Also no employee of the contractor or sub-contractor shall be under the influence of alcohol or drugs whilst at work.

7.3 Professional Indemnity/ Liability Insurance

Each Bidder must show proof with submission of their bid, that the company will be covered will be covered by insurance for the duration of the contract.

7.4 Required Insurance

- a. Public Liability Insurance for Third Party Bodily Injury and Third Party Property Damage. (This Insurance must be extended to include liability arising out of false arrest, false imprisonment, malicious prosecution, defamation of character, libel or slander caused by any facts or omissions of the bidder's employees while acting within the scope of their security duties.
- b. Workmen's Compensation Insurance to limits commensurate with statutory benefits

7.5 Employer's Liability Insurance

- i. It is required that the Bermuda Shipping and Maritime Authority shall be indemnified as principal under all of these insurances required herein.
- ii. In addition, the above Commercial Liability Policy shall provide coverage for liability assumed under this RFP by the bidder, including claims that might be brought against BSMA by an employee of the bidder. BSMA shall be a name insured under the policy.

7.6 Project Management

The prospective contractor shall manage the project timeline and deliverables utilizing their own project management resource who shall report directly to the BSMA's coordinator for this project, Karen Trott ktrott@northrock.bm and any other representatives of the BSMA as so directed.

7.7 System Implementation

The prospective contractor shall provide all necessary services required to implement the improvement to the system for the BSMA system installation shall not be considered complete until the BSMA has approved the final acceptance test as described in Part 2, Section 8.8.

7.8 Final Acceptance Requirements

The Final Acceptance Test will begin upon completion of all installations and demonstration of all system functions. The test will comprise Thirty (30) calendar days of live operation.

7.9 Manuals

The successful prospective contractor shall deliver all manuals that came with the hardware that was installed as part of the project. The documentation of the BSMA's configuration and an inventory of all hardware installed including the manufacturer and model shall also be delivered.

7.10 Training

- i. The vendor must provide instructors and all necessary instructional materials that may be required for effective instruction and training.
- ii. Technical Support Staff Training - While BSMA intends to contract with the proposer for follow-up support of the system, there is still a need for the BSMA to understand how to technically support the system. The training program should include an overview of the system's architecture and the cameras hardware maintenance (only new equipment).

7.11 Support and Maintenance

- i. The successful contractor shall identify the detailed activities, staff type, frequency and estimated hours for each activity to proactively maintain the entire system at its optimum operating level.
- ii. The new hardware must carry a minimum of one-year warranty under which hardware maintenance will be provided as part of the initial system's cost. The prospective contractor shall specify in detail all warranties associated with the proposed new addition to the system.
- iii. The system - The successful contractor shall be able to accept maintenance and support service requests via phone, facsimile and electronic mail. The wait time shall be minimal and within four (4) hours.

End Statement of Requirements and Objectives - Schedule I

Schedule II Telephone System Requirements Matrix

Bidders are asked to indicate if they can (yes) or cannot (no) meet each requirement from 1.0 to 9.3 and to return the completed table with their proposal (four (4) pages)

Requirement #	Requirement Description	System Description	Meet Requirement Yes/ No.
1.0	SECURITY	Function	Meet Requirement Yes/ No.
1.1	The phone system is capable of and provisioned to secure the operating software from unauthorized access as well as protections against network risks.	Security	
1.2	The phone system provides an automated process for creation of backup of system configuration and user database information.	Security	
1.3	The phone systems allows for the changing of default passwords.	Security	
1.4	The phone system will provide secure remote access to voicemail messaging.	Security	
1.5	Users have the ability to change their own voicemail passwords via a web page or phone.	Security	
1.6	Web access to the user and management functions via SSL	Security	
1.7	Individual password required when making long distance calls	Security	
2.0	CALL ACCOUNTING / DETAIL RECORDING	Function	Meet Requirement Yes/ No.
2.1	The phone system supports electronic output for call detail recording (CDR) or station message detail recording (SMDR) raw data.	Call Accounting / Detail Recording	
2.2	The phone system allows for the retrieval of call records for internal and external calls.	Call Accounting / Detail Recording	
2.3	The phone system includes a field showing the Automatic Number Identification (ANI) for incoming calls.	Call Accounting / Detail Recording	
3.0	TELEPHONE HEADSET FEATURES	Function	Meet Requirement Yes/ No.
3.1	The telephone has a <i>Call Hold</i> feature.	Telephone Headset Features	
3.2	The telephone has a <i>Call Transfer</i> feature.	Telephone Headset Features	

3.3	The telephone has a <i>Call Pick-Up Group</i> feature.	Telephone Set Features	
3.4	The phone system has a call <i>Conferencing</i> feature – internal and external (inclusive of overseas calls).	Telephone Set Features	
3.5	The phone system has an <i>Elapsed Call Time Display</i> .	Telephone Set Features	
3.6	The phone system has a <i>Caller ID (Automatic Number Identification) Display</i> .	Telephone Set Features	
3.7	The phone system provides a <i>Last Number Redial</i> feature.	Telephone Set Features	
3.8	The phone system provides a <i>Message Waiting Indication</i> .	Telephone Set Features	
3.9	The phone system provides a <i>Hands-Free Monitor/ Speaker</i> .	Telephone Set Features	
3.10	The phone system has a <i>Name Display</i> on internal calls.	Telephone Set Features	
3.11	The phone system allows <i>On-Hook Dialing</i> .	Telephone Set Features	
3.12	The phone system has a <i>Time of Day Display</i> .	Telephone Set Features	
3.13	The phone system has programmable Buttons for <i>One Touch (Speed) Dialing</i> .	Telephone Set Features	
3.14	The phone system has <i>Volume Control</i> .	Telephone Set Features	
3.15	The phone system has an <i>Intercom</i> feature.	Telephone Set Features	
3.16	The phone system has an <i>Auto Attendant</i> .	Telephone Set Features	
3.17	The phone system has a feature to forward incoming calls to either internal extensions or external numbers (locally and internationally), with a return on no answer.	Telephone Set Features	
3.18	The phone system has a <i>Dial By Name Directory</i> .	Telephone Set Features	
4.0	ATTENDANT (RECEPTIONIST) CONSOLE	Function	Meet Requirement Yes/ No.
4.1	The phone system restricts the number of concurrent calls that can be handled.	Attendant Console	
4.2	The console allows call splitting, where the operator can privately announce the call before completing the call transfer.	Attendant Console	
4.3	Can the phone system restrict where a console can transfer an inbound call?	Attendant Console	

5.0	VOICE MESSAGE SYSTEM	Function	Meet Requirement Yes/ No.
5.1	The phone system allows variable length incoming messages.	Voice Message System	
5.2	The phone system allows variable length greetings.	Voice Message System	
5.3	The phone system accommodates variable size mailbox storage limits.	Voice Message System	
5.4	The system has a Broadcast and Group messaging feature.	Voice Message System	
5.5	The system has a feature to undelete a message marked for removal.	Voice Message System	
5.6	The system allows for remote access to voice messages.	Voice Message System	
5.7	The system allows for voicemail to email.	Voice Message System	
5.8	The system allows for the archiving of voicemail.	Voice Message System	
6.0	AUTOMATIC CALL DISTRIBUTOR (ACD)	Function	Meet Requirement Yes/ No.
6.1	The system provides auto-attendant style options for callers in the queue without taking the call out of the queue.	Automatic Call Distributor	
6.2	Calls routed by the ACD that are unanswered, will be returned to the queue.	Automatic Call Distributor	
6.3	Call forwarding to other extension(s) after a predefined number of rings	Automatic Call Distributor	
6.4	Simultaneous rings on several extensions	Automatic Call Distributor	
7.0	Soft Client / Desktop App	Function	Meet Requirement Yes/ No.
7.1	User able to dial directly from their PC using address book.	Soft Client / Desktop App	
7.2	User able to answer calls from the computer.	Soft Client / Desktop App	
7.3	User able to link to system and place calls via system over the internet when travelling.	Soft Client / Desktop App	
8.0	REPORTS	Function	Meet Requirement Yes/ No.
8.1	Management reports per extension.	Reports	

8.2	Management reports showing all incoming calls along with date, time, etc.	Reports	
8.3	Reports based on several filter criteria	Reports	
8.4	Exporting of reports to Excel, Word, etc.	Reports	
9.0	SYSTEM FUNCTIONS	Function	Meet Requirement Yes/ No.
9.1	The phone system allows for <i>Direct Inward Dialing (DID)</i> .	System Function	
9.2	The phone system provides a <i>Music On Hold</i> feature.	System Function	
9.3	The phone system has a <i>Mute Call</i> feature.	System Function	

End of Schedule II



Part 3 Appendices

Appendix I Company's Qualification Profile

Please provide here a ONE PAGE outline description of your company. Your description should include brief information on the following:

- Company legal name, history and origins
- Period of Operation
- Core business activities
- Types of SERVICES
- 3 client references with contact details
- Particular attributes of your firm which make it well suited to perform the goods and services required in this RFP



Appendix II Company Information and References

Legal Company Name _____

Company Information - Including bidder qualifications and experience as well as background information and a brief description of who will be assigned to this project.

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

2. Business Physical Address:

Business Mailing Address if different than above

Name and Email address of Key Contact Person:

Company's Website:

3. Company Bermuda Payroll Tax No.: _____

4. Company Bermuda Social Insurance No.: _____

5. Company Banking Details:

Name and address of primary bankers:

6. Do you have any involvement with other entities that may be seen as a conflict of interest? If so, please provide details:

7. The Company has been engaged in business, under the present business name for _____ years.



COMPANY INFORMATION (CONTINUED)

Name of Company: _____

8. Number of Employees

TOTAL NUMBER OF STAFF	
NUMBER OF BERMUDIAN	
NUMBER OF NON-BERMUDIANS	
PERCENTAGE OF BERMUDIANS	

STAFF DETAILS:

Please provide a breakdown of the number of project staff by functions

Project Staff	Number of Staff
Administrative Staff	
IT Developers:	
Research and Development Staff:	
Implementation Staff	
Technical Support Staff	
Business Analysts	
Other:	

9. Attach a copy of the Company`s Certificate of Incorporation.

Signed: _____

Print Name: _____

Title: _____

Company: _____

Date: _____



Appendix IV Certificate of Confirmation of Non-Collusion

Notes for the Bidder

The essence of this RFP is that the Bermuda Shipping and Maritime Authority shall receive bona fide competitive responses from all Bidders. In recognition of this principle, all companies submitting a response will be required, by way of the signature of the Company Principle, state their agreement to the statements below, which indicates that the response has been submitted without any form of collusion. The Certificate of Confirmation of Non-Collusion is a mandatory requirement from all Bidders. **Any responses 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 responding to future contracts tendered by the Bermuda Shipping and Maritime Authority.

Confirmation of non-collusion

I/We certify that this is a bona fide response, intended to be competitive and that I/We have not fixed or adjusted the amount of the response 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 RFP, 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 RFP administrator the amount or approximate amount of my/our proposed response (other than in confidence in order to obtain quotations necessary for the preparation of the response 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 response 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 RFP.

Signed

(1) _____ Status _____ Date _____

(2) _____ Status _____ Date _____

For and on behalf of



Appendix V Financial (Cost) Proposal

Company's Legal Name		
High Level Description of Solution:		
Technology Platform:		
Project Start Date:		
Implementation Date:		
Price Schedule Rates		Total
Total Cost of Acquisition		
<i>Item</i>	<i>Description/Details (Please provide details of milestones, etc.)</i>	<i>Cost</i>
Hardware		
Software		
Analysis/Design		
Development		
Testing		
Vendor Project Management		
Initial Statement of Work		
Training		
Travel		
Expenses		
Total		
Total Cost of Ownership		Total
<i>Item</i>	<i>Description/Details</i>	<i>Cost</i>
Software License Fees		
Support Contract Fees		
Other Recurring Costs or Expenses		
Security		
Annual Total Cost		

Bidder's Signature

(Signature): _____

(Name in block letters): _____



Appendix VI Form of Proposal

PROPOSAL TO: the Bermuda Shipping and Maritime Authority (BSMA)

PROPOSAL to implement a user friendly, cost-effective business telephone system that allows the BSMA to operate independently as a quango. This will include the delivery and installation of all components necessary to initiate and maintain a robust telephone system.

1. We confirm that we, the undersigned, are conducting business as a proper legal entity and are not delinquent in making payments to the Bermuda Government for taxes or other financial obligations.
2. We confirm that we have submitted a bona fide Tender, 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 bidder.
3. Having reviewed the Request for Proposals, the system requirements (Schedules I and II) and Appendices I to VI inclusive for the execution of the above named "PROPOSAL TO: the Bermuda Shipping and Maritime Authority (BSMA)", we, the undersigned, offer to provide the works and services in accordance with the **Instructions to Bidders, and all enclosed documents** herein called the *RFP Documents*).
4. We undertake, if our proposal is accepted, to commence the Services as soon as is reasonably possible after the receipt of the Project Manager's notice to commence, and to provide the Services and Works comprised in the *Contract Documents*.
5. We confirm that our Tender shall remain open for acceptance by the Bermuda Shipping and Maritime Authority for a period of thirty **(30) 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 agreement between us.
7. We understand that you are not bound to accept the lowest or any tender that you may receive.
8. I/We consent to the collection and use of the information I/we give to the Bermuda Shipping and Maritime Authority in response to the solicitation document and agree to waive any right to challenge any decision made by the BSMA to disclose the information.

Dated this _____ day of _____, 2017

(Name) _____

(Signature) _____

Duly authorized to sign tenders for and on behalf of:

(Firm) _____

(Address) _____