GOVERNMENT OF BERMUDA

MINISTRY OF NATIONAL SECURITY

DATE: **April 22, 2016**

TO: **All Prospective Bidders**

FROM: **Karamoko Darrell Dickens**
Bermuda Post Office

RE: **BPO Postal Operations Solution RFP - Addendum #1 dated 04/22/2016**

The following amends the above referenced RFP documents. Receipt of this addendum is to be acknowledged by completing the enclosed "Addenda Acknowledgement Form" (Appendix G of the RFP), which is described below as a required addition to the "Minimum Submission Requirements" section on page 6 of the RFP.

1. **RFP Submission Deadline:** The RFP Submission Deadline as set forth in the RFP Submission Deadline section of the RFP document on page 6 HAS CHANGED to no later than 5:00 p.m. Friday, May 6, 2016. Proposals received after the stated deadline will be considered as nonresponsive and will not be considered for a contract award.

   Proposals must be delivered to BPO in accordance with the instructions set forth in the RFP Submission Delivery section on page 5 of the RFP document. The deadline will be strictly observed.

2. **Bidder Questions:** Attached please find the RFP Question and Responses document that responds to pertinent questions received from Bidders.

3. **Product Demonstrations:** Due to the change of the RFP Submission Deadline, the dates set forth for the Product Demonstrations on page 12 of the RFP document ARE CHANGED to between May 16, 2016 and May 20, 2016.

4. **Addenda Acknowledgement Form:** The **Addenda Acknowledgement Form (Appendix G)** is set forth as a REQUIREMENT for the "Minimum Submission Requirements" section on page 6 of the RFP.

Attachments:

- Question-Submission-and-Responses.pdf
- Appendix G - Addenda Acknowledgement Form.pdf

End of Addendum 1 dated 04-22-2016

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)_____

Question Submission and Responses

Bidder Requested Information		
1.	**Date**	18.04.2016
2.	**Category** (Technical, Pricing, Terms and Conditions, General)	Technical
3.	**Bidder Question Number**	1

Bidder Question
Column K, Data Source Options: Client C and Tool Provider Other Please elaborate. Does C mean, the data will be fetched from servers of the Bermuda Post and O mean from the servers of the vendor?

BPO Response:
Column K means: Answer: Data Source means from where the data required to perform the process function is received. Use a C for Client (On-premises at BPO location), TP for Provider (Vendor location/site) and O for Others (At a 3rd Party's location/site – such as cloud provider such as AWS, MS Azure, or Google Compute).

Bidder Requested Information	
1. **Date**	18.04.2016
2. **Category** (Technical, Pricing, Terms and Conditions, General)	Technical
3. **Bidder Question Number**	2

Bidder Question:

Column K, Data Resides
Options: Client C and Tool Provider Other
Please elaborate. Does C mean, the transaction data will be saved and kept on the servers of the Bermuda Post and O mean on the servers of the vendor?

BPO Response:

Column K means:

Answer: Data Resides means the location where the data is will be stored. Use a C for Client (On-premises at BPO location), TP for Provider (Vendor location/site) and O for Others (At a 3rd Party's location/site – cloud provider such as AWS, MS Azure, or Google Compute).

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Bidder Requested Information		
1.	**Date**	18.04.2016
2.	**Category** (Technical, Pricing, Terms and Conditions, General)	Technical
3.	**Bidder Question Number**	3

Bidder Question
Reference Number 5.12 Is handling fee applied for all sales of philatelic items? Sale to agents, standing order customers and retail customers?

BPO Response:
Answer: Yes.

Bidder Requested Information		
1.	**Date**	18.04.2016
2.	**Category** (Technical, Pricing, Terms and Conditions, General)	Technical
3.	**Bidder Question Number**	4

Bidder Question
Reference Number 5.19 Please elaborate the term "membership account with finite time periods and yearly fees" and how this is different from the "Philatelic type with standing orders"

BPO Response:
Answer: The ability to create a subscription-based product (membership) that is valid for certain time period and automatically grants customers access to all philatelic issues created within that time period. For example: • A 1 year subscription/membership will grant those customers that purchase it access to all philatelic issues within a 12 month period. A standing order requires a customer to deposit money on an account that is deducted after each qualifying issue and does not expire after a finite time period (indefinite).

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Bidder Requested Information		
1.	Date	18.04.2016
2.	Category (Technical, Pricing, Terms and Conditions, General)	Technical
3.	Bidder Question Number	5

Bidder Question
Reference Number 2.05 Ability to continue all counter and in-office operations (full tool functionality) in the event of a network failure (WAN) and synchronize data upon the restoration of networking capabilities. If there is a failure in WAN, will BPO accept internet (through broadband or mobile data services using USB modems) as an alternative to WAN to continue the operations?

BPO Response:
Answer: In the event where no data connection is available, BPO requires that the system be able to continue to perform transactions and store the relevant data. Mobile internet and WAN connectivity are often interrupted simultaneously by tropical storms and hurricanes, so off-line functionality is a necessity. Also, data synchronization upon restoration of data connectivity is a necessity.