



GOVERNMENT OF BERMUDA

Department of Public Prosecutions

ADDENDUM No. 3

Ref: no. MLA/75/2016-17/DPP/GS/0004

DATE: 5 August 2016

PROJECT NAME: For the provision of a Legal Case Management Software System for the Department of Public Prosecutions and the Attorney-General's Chambers

PROJECT NO.: MLA/75/2016-17/DPP/GS/0001

TO: Bidders

The following information supplements and/or supersedes the bid documents dated 22 July 2016.

This Addendum forms part of the bidding documents and is to be read, interpreted and coordinated with all other parts.

The following questions and answers supplement the information contained in the Request for Quotation issued for the above named project to the extent referenced and shall become part thereof. Please acknowledge receipt of this addendum by inserting its number(s) on the Part 3 Forms paragraph 9. Failure to do so may subject the bidder to disqualification.

This Addendum No. 3 contains 7 pages.

DESCRIPTION: Questions from a Potential Bidder

No.	Point	Question	Answer
1.	Contract Start Date	What is the expected duration for implementation of the project?	Expected duration is as follows: For implementation: 2 weeks after all hardware, if any, has been installed. For customization of statistics and reports: 4 weeks. User training: We anticipate a training programme such as 8 weeks at 1 – 2 hrs group training per week by a vendor trainer (webinar) along with online tutorials. Due to large number of users there may be a need for several training webinars per week on the same topics.



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2.	Customization page at case/matter level for statistical recording and reporting- provide fee structure	For entering case information in the system, data entry web forms need to be designed for individual case types such as criminal, civil, IP etc. Can you please share the type of cases handled by DPP attorneys?	DPP attorneys handle criminal cases, for example violence, illegal drugs, homicide, theft, money-laundering, etc. Attorney-General's Chambers attorneys handle civil cases, for example, lawsuits against the government, human rights, judicial review, personal injury, employment, tribunals, forfeiture, extraditions etc.
3.	Customization page at case/matter level for statistical recording and reporting- provide fee structure	The system should allow user to configure his/her dashboard as per the need and privileges assigned. User should be able to configure for tasks assigned, cases allocated, colander view, search window etc. Please confirm our understanding.	The system should set general dashboard configuration based on need and privileges assigned. There is no requirement for particular users to configure individual dashboards to a personal level.
4.	Customization page at case/matter level for statistical recording and reporting- provide fee structure	We request department to kindly clarify this point for fee structure.	For each case, statistics will be required to be entered particularly when the case has been completed. There must be a custom page to allow for user defined fields and data. There must also be the ability to run reports based on one or more filters, eg case type, date range, etc.
5.	Contacts/Client/Matters/Management	Does the related data is present in electronic form or not. If yes, than in which format. Please clarify	There is no requirement for "data conversion" from a current system. However, we will transfer in Word and PDF documents and some statistics from current and past hardcopy case files into the electronic case folders
6.	Contacts/Client/Matters/Management	If Master data is not present in the electronic format than does the department wishes to convert and migrate the data into the new system. Please	There is no requirement for "data conversion" from a current system. However, we will transfer in Word and PDF documents and some statistics from current and past



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		confirm	hardcopy case files into the electronic case folders
7.	Case Events/Activity, Dockets and scheduling	For scheduling activities, tasks, important dates, deadlines system need to have a role based colander inbuilt in the system. Kindly confirm.	The system should generate one or more rolling/relative dates based on a specific kind of event.
8.	Mass Import/export of documents	For mass import of documents into the new system, are these documents available in electronic format. If no, than please confirm if we should propose integrated scanning solution for the same. Kindly confirm.	In some circumstances, mass documents will be available from external sources in 'folders' or other formats. They will need to be mass imported into a 'case file' rather than on a one-by-one basis. An integrated scanning solution can be proposed.
9.	Case Events/Activity, Dockets and scheduling	The cases are assigned by supervisor or HOD to the attorney's. The case management system should be capable of assigning cases and tasks to the attorney's. Kindly confirm our understanding.	The case assignment can be entered by a supervisor, head of department or an administrative assistant. There is no need for the system to automatically assign cases based on a pre-set criteria.
10.	Security Levels- Department/Clients/counsel/matters/etc.	We understand that the system should be capable of providing web based user access management for multi level rights management. Kindly confirm our understanding.	The system should allow web-based user access as if the user was in-office. Management/administrators should be able to have web-based access with their normal rights.
11.	Remote access, mobile access and apps	Does the lawyer's/attorneys of DPP will be using mobile application to access information from the system?	Attorneys should have remote access to the system from anywhere - whether by desktop, laptop, smartphone, tablet or system provided mobile app.
12.	Integration with MS outlook, word excel	Please share the details on existing IT infrastructure with the DPP. (ex. software application, servers etc.)	The existing IT structure is based on the Government's IT structure. The selected system will be required to be based on a server or a cloud system – all



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			based in Bermuda.
13.	Integration with MS outlook, word excel	Integration with MS outlook is for directly uploading emails in to the selected case file with email body and attachments. Please confirm our understanding.	Correct. Also, any case management software system calendaring (add/change/deletes) are required to apply to Outlook calendars.
14.	User portal-for external users to access/update documents in portal	For uploading documents in the system, user need to be authorized and authenticated by the system for security purpose. Can you please clarify what type of users will be uploading these documents and what is the expected number.	The DPP Department and the Attorney-General's Chambers have a mix of attorneys and administrative staff. All will be system users. All will have various security levels and access rights. All should be able to upload documents into case files on the system. However, it is envisaged that administrative assistants will do the bulk of uploading documents into the system.
15.	Document template	For system supported auto generation of documents, can you please share the number of templates required and please share few samples for the same.	The number of templates is not determined yet. The aim is for some people within the departments to learn how to construct templates and then to construct templates as needed.
16.	Reports	Please share number of reports expected from the system and please share some sample report templates if possible.	The number of reports is not determined yet. The aim is for some people within the departments to learn how to construct reports and then to construct reports as needed.
17.	Back up Capabilities	Is Disaster Recovery site also part of the current project scope?. Please clarify.	Disaster recovery site is not part of the current project scope. Back-up capabilities for the system and data are required.
18.	Maintenance and support requirement	Request you to please provide clarity about the support and maintenance period as part of current project scope.	We require the system to be operational 24/7/365. If the system is not operational for any reason then ideally we require a 2hr response time. Telephone support to resolve



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			routine difficulties should be available during normal business hours of Bermuda.
19.	Evaluation and Comparison of Quotations	Request you to please provide clarity on the evaluation matrix mentioned.	<p>The evaluation matrix criteria is as follows:</p> <ul style="list-style-type: none">i. Experience and capacity 25%ii. Financial analysis 50%iii. Any previous work performed for the government 25% <p>The evaluation matrix is taken into account but is not the sole deciding factor.</p>
20.	General	What is the approximate budget of the project?	The budget is not shared or disclosed.
21.	General	Is there a preferred list of system integrators that the Department works with?	There is no such preferred list.
22.	General	Request you to please provide clarity on the uptime of the proposed solution.	We require the system to be available for user access 24/7/365 except for agreed scheduled downtime.
23.	General	Request you to please provide the clarity about the number of users to be trained as a part of the current project scope.	<p>There are 25 users in the Department of Public Prosecutions and 20 users in the Attorney-General's Chambers.</p> <p>We anticipate some group training via webinars and online training videos/materials.</p> <p>We anticipate selecting some trainers from each Department to develop into in-house system trainers.</p>
24.	Server or Cloud based	Does the department have an existing cloud infrastructure for this solution? Kindly Confirm	No
25.	Server or Cloud based	Does the department wishes the vendor to propose cloud	Vendor can propose cloud hosting platforms.



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		hosting platform? Kindly Confirm	
26.	Server or Cloud based	Is it mandatory for cloud server to be physically placed in Bermuda only? Please Confirm	Cloud server should be physically placed in Bermuda.
27.	Server or Cloud based	What is the expected storage space required for storing case files on cloud for every user. Please share.	This has not been determined.
28.	Server or Cloud based	Does the old cases documents need to be uploaded at cloud for reference purpose. If yes, please share the volume of such documents. Please confirm	Selected cases, selected documents and selected statistics from the last three (3) years will be uploaded into the system.
29.	Server or Cloud based	Does the department wishes to capture the expenses made by the attorney's against a case like travel, investigation etc.	Attorney time, fees and expense entries will be necessary. Monthly billing and trust accounting is not required. It will be necessary to produce bills/costs for selected cases when a Court awards costs to the Government. Reports are required to analyze attorney time and fees on cases or over a period of time ie daily/weekly/monthly/annually.
30.	Server or Cloud based	Does the Hearing calander for the attorney need to be integrated with Bermuda court? Please confirm	No
31.	Server or Cloud based	Does the attorney's have secretaries aligned with them for working on the matters. Kindly Confirm	Attorneys will have other attorneys and administrative assistants working with them as assigned on a case by case basis.
32.	Server or Cloud based	If attorney's have secretaries for cases, will they be a	Attorneys and Administrative Assistants will all be registered



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		registered user in the system for working on cases. Kindly Confirm	as users in the system.
33.	General	If secretaries will be part of the system, please share the number of such users. Kindly confirm	Department of Public Prosecutions – 15 Attorneys and 10 non-Attorney staff Attorney-Generals’ Chambers – 12 Attorneys and 8 non-Attorney staff.
34.	General	As per our experience, legal departments have specific practice heads who assign new cases to attorneys. Please confirm if the same process is followed here?	The management team of 4 senior attorneys will assign all cases to attorneys.
35.	General	The legal departments have multiple cases running for every attorney where external agencies are involved for investigation, analysis, legal advice etc. Please confirm if such stakeholders will be part of the system. Please confirm.	Such stakeholders will not have access to the system except to an external portal of the system that will have documents made available to them.

End of Addendum No. 3

