GOVERNMENT OF BERMUDA A Web-Based Application Solution To Support On-line Census

Addendum *One*

Cabinet Office
Department of Statistics

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This Addendum forms part of the RFP documents and will be subject to all of the conditions set out in the contract conditions.

This Addendum One contains (Twelve) pages.

Addendum One

A. **Bidder's Questions (Q) and Government's Responses (R).**
The following are answers to queries received from prospective bidders

Q1 Did you have a budget range in mind for this implementation/build approach?

R1 We have not set a budget range for this project.

Q2 Are you looking at having the questionnaire form data driven so it could potentially change from year to year in terms of the questions you ask?

i.e. Some years you might want a long form questionnaire others you might want a shorter form. Also you may want to remove or introduce a new question.

R2 We are seeking proposals that align with the technical requirements.

Q3 Will you consider a company that has experience with remote development, once most of the exploratory work is done on-island?

R3 The proposals of all potential vendors that are submitted in accordance with the rules listed in the RFP will be given due consideration.

Q4 Page no 34 point#5.1; We assume to get the list of participating households for on-line census of self-reporting service from land valuation database. Is there any other integration at process level other than database integration? In other words do we need to integrate with other census applications or other unmentioned databases?

R4 This is correct. This is one form of integration that is required. However bidders will not receive the list of households based on the land valuation database for purposes of their submission. This list will be shared with the successful vendor. Other points of integration at the process level include the need to integrate respondent email addresses (5.8).

Q5 Page no 34 point#5.1; Would you please elaborate more on the structure of "data dump" from land valuation database. If it contains households, housing units & full address?

R5 The structure of the land valuation database consists of:

assessment number (unique identification number) for each dwelling unit

the street number

street name

Situation address i.e. Apt #1, Lower South Apt., etc.

parish name

census district number

household number (assigned by DOS before the data dump into the application)

password (assigned by DOS before the data dump into the application)

Q6 When would the full database structure for the existing database(s) be communicated to the vendor? Any chance to get the structure before offer submittal deadline?

R6 The full structure of the land valuation database is provided in response to question two above. The land valuation database and the on-line Census respondent email database will only be shared with the successful vendor.

Q7 Is there any preference or constraint that would dictate a specific front end development tool?

R7 There is no preference or constraint that dictates a specific front end development tool apart from the need for the front end to integrate into the Bermuda Government (Information Technology Office – ITO) server system and architecture.

Q8 Is there any special requirement for team members' physical presence throughout the duration of the project?

R8 There are no special requirements for team members' physical presence throughout the duration of the project. However the bidder must state clearly the cost implications of any essential air travel, lodging, meals and ground transportation for team members as they relate to the major aspects of the project.

Q9 Would a cloud based solution be acceptable or only locally hosted solutions are considered?

R9 The Department of Statistics does not envision a cloud-based solution. The solution will be hosted in Bermuda on Bermuda Government servers.

Q10 The RFP stated "several types of correspondence will be automatically sent to the households via email" would you please elaborate on the type and format of these messages?

R10 Automatic email correspondence includes but is not limited to the following: acceptance of submission notices, submission approval notices, submission rejection notices and password change email notices.

Q11 What is the purpose of the "cameras hardware" that is mentioned on page 27 in the census project?

R11 The word "camera" is a typo. Please disregard the word camera.

Q12 In case of multi-households members' entry of data point 3.6 on page 32, would you explain the approach to handle the inter-record (form) validation rules, like the relationships between the household reference person and the rest of family members? And what would be the mechanism and business rules to apply for requesting and distributing additional passwords?

R12 Regarding households in which the household reference person will not complete the census record of one or more household members who wish to complete their own census record using

the on-line system, the inter-record validation rules will be based on person counts and relationship structure provided by the household reference person. After the household reference person furnishes the names and email addresses the rules for requesting and distributing additional passwords that apply for the household reference person will also apply to the named household members.

Q13 In order for the administrator to approve or reject the questionnaires, is there any business rules software expected to be deployed to help him/her doing that?

R13 No business rules software is expected to be deployed to help administrators approve or reject census questionnaires. The front-end solution will include completeness and correctness rules that are reflected on the draft questionnaire. Administrators will also apply reasonability checks when reviewing questionnaires. The DOS encourages bidders to share information on how business rules software may make the vetting process more efficient without impacting substantially the solution cost.

Q14 The households list will be received from land valuation database as stated on page 34 point 5.1., how DoS will contact the householders to communicate the generated password, and to know if he/she is going to fill the questionnaire online or through the alternative modes?

R14 DOS will use the land valuation address listing as the basis for mailing a census package to all dwellings in Bermuda. Each dwelling has a unique assessment number. DOS will create a unique password for each assessment number. The mail package will include this password or access code. The household reference person will connect to the DOS website and use the access code to enter the application. The reference person must provide his/her name and email address and the name(s) and email(s) of usual household members who decide to complete their own census record. The reference person will need to confirm the address of their dwelling before they

can commence the on-line census. Other collection methods include computer-assisted telephone interviewing and door-to-door interviewing. These methods will only be used for households who do not complete the on-line census.

Q15 When the door-to-door and telephone interview will be commenced, will they start together with the online census? will it continue afterwards to count the rejected questionnaires?

R15 Door-to-door interviewing and telephone interviewing will commence after the deadline for submitting information using the on-line system. It is not intended that the on-line census will continue after the telephone interviewing and door-to-door interviewing begins.

Q16 Based on what criteria the households will be surveyed in door-to-door or telephone interview?

R16 Households/household members who participate in the telephone and the door-to-door census information collection phases are those who did not take the opportunity to participate in the on-line census.

Q17 Page no 34 point#5.3; during census days what is the distribution channels for the passwords? We assume emails and/or SMS? We need SMS gateway at DOS if required and to integrate with exchange server and this requires high capacity servers/gateways to deliver the emails and SMS's in the right time since we expect the system will generate bulk of notifications in certain situation.

R17 Passwords will be distributed by mail to every dwelling unit in the package which contains a printed questionnaire. The distribution channel for resetting a password will be by email. Users will call the DOS for assistance in resetting their password or reset their own password. Also refer to the response to question 11.

Q18 Page no 35 point#5.15; does the 'export function' mean to print-out the passwords with assessment numbers or generate electronic list so DOS can print out the flyers accordingly?

R18 The export function will support the latter. DOS will mail a unique password to each household in an enclosed envelop. The correspondence will invite/encourage the household reference person to visit the website, login using the access code and complete the on-line census.

Q19 Addresses of buildings and housing units are key identifiers for the households. Shall household reference person confirm the address in the beginning of self-reporting process? In case the address is invalid what is the action?

R19 Yes, a printed census questionnaire will be mailed to each household with the correspondence mentioned in the response to question 15. As is the case for the printed questionnaire accommodation will be made in the on-line system for the household reference person to correct the invalid or inaccurate address.

Q20 When the online census application is used as a mobile app for interviewers (offline mode), how are will they reach the targeted households? Is there GIS/GPS application for navigation? Or is it vendor's responsibility to propose mobile application based on GIS/GPS to help the interviewers in this regard?

R20 DOS will provide door-to-door interviewers with a list of dwelling units by their addresses. The list will include households that have not completed the census questionnaire. Assessment numbers for those households will provide information/addresses to field interviewers. There is no GIS/GPS application for navigation. Interviewers will be assigned to areas they are familiar with. A mobile application is not required.

Q21 Is the vendor required to quote for SSL and Infrastructure?

R21 The vendor is not required to quote the SSL. The vendor is not required to quote the infrastructure. However the vendor is required to propose a solution that meets the minimum hardware and software standards as laid out in the RFP.

Q22 Can we get the list of business rules for form navigation, completion and consistency? This will help vendors size the needed efforts and resources.

R22 For form navigation, completion and consistency rules that are available at this stage of the procurement process, please refer to Schedule III metadata dictionary on page 42 and review the skip/routing instructions in the draft questionnaire attachment.

Q23 What is DOS plan to handle households who did not submit or participate in the on-line service?

R23 At the end of the on-line census period, households that did not participate or who did not complete records for all household members will be instructed to contact DOS to arrange to provide their information over the telephone.

Q24 Page 40 point#11.1 , can you elaborate more on the roles and functions of the phone interviewers? Will they ask the questions and fill the online form or is there more involved in the process?

R24 The telephone interviewers will use the on-line application to ask the questions and fill the online form for households that did not complete or participate in the on-line census.

Q25 Page 40 point#12.1, can you elaborate more on the roles and functions of door-to-door interviewers? Is there any integration involved at functional and/or technical level with on-line census other syncing the data when internet is available?

R25 Door-to-door interviewers will use an entirely separate version of the census questionnaire to complete the census forms for households that did not complete or participate during the telephone interviewing or the on-line census. The census data that door-to-door interviewers collect will be stored on the NetBooks and uploaded from the NetBook computers by DOS staff, using USB storage devices. Further, this census data will be appended to the main census file after it is processed.

Q26 Page 41; what is the difference between household Number and Assessment number?

R26 To assist in managing census field operations the DOS assigns a household number to each dwelling unit. The number is used to balance the workload of interviewers and to help DoS account for coverage levels at the Census District level, the parish level or for the entire country. Household number assignments last only for the duration of the census. Assessment numbers never change. They are issued by the Government Department of Land Valuation whenever a dwelling unit receives occupancy approval. The Department of Land Valuation also assesses the value of each dwelling for tax revenue purposes.

Q27 Is the company who prepared the RFP participating in the bid process?

R27 The RFP was prepared by the DOS. The technical requirements and the wireframes were prepared by a vendor in consultation with DOS. The vendor that prepared the technical requirements and the wireframes is not permitted to participate in the bidding process.

Q28 Section 4.1 – What is a "questionnaire date range"?

R28 The questionnaire date range allows the super administrators to establish the reference period of the census in the online system and to set the deadline for responses or a due date. These dates will integrate with the system-generated email reminder notices to households who have not completed the on-line census as the due date approaches and when the due date passes.

Q29 Sections 5.12 and 5.18 seem to contradict each other. Or is the intension to provide two methods of resetting passwords?
- 5.12 (On the home page UI there will be instructions for users to call DOS to reset their password.)
- 5.18 (Forget Login or Reset function will be available for users)

R29 The two requirements provide functionality for two different methods of resetting passwords. Requirement 5.12 allows DOS to provide the password reset service for on-line census users and 5.18 allows users to rest their own password.

Q30 The Home Screen wire-frame has no text box for the assessment number, is this intentional? Should the user be able to login using only a password?

R30 The password which the user will receive in the mail is linked to a specific assessment number (pre-loaded into the Administrator Dashboard). The user will insert the password on the home screen and press enter. The instructions "Please confirm this is your address" along with the box for "corresponding address to password here" should then pop-up along with the response boxes "Yes" and "No". If the user clicks "Yes" they are taken to the User Dashboard. If the user clicks "No" the user is taken to a separate screen and asked to insert the correct address before they can access the User Dashboard.

Q31 Are the wire-frames "fixed in stone", or purely to provide an example or what the screens might look like?

R31 The wire frames are examples of what the screens may look like i.e. there must be a home page where the users can sign in using password and confirm their address. Potential vendors may base their solution on the wire frames, or come up with an alternative solution that serves the same purpose.

Q32 For reporting would you prefer SSRS or SAP Business Objects/Crystal Reports

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R32 The DOS does not have a preference in regard to SSRS or SAP Business Objects/Crystal Reports. However the reports software used must enable the DOS to download reports in Microsoft Word and Excel format or in PDF format using Adobe. CSV or text files are the preferred format for downloading the data file.

Q33 For hosting would you prefer to have the site hosted on government hardware or would you be open to using an off island datacenter?

R33 All information would be hosted on a Bermuda Government-owned server.

Bidders must acknowledge receipt of this Addendum One by emailing sholdipp@gov.bm
cc: amsimpson@gov.bm

Sincerely,

Project Manager

END OF ADDENDUM One