# Government of Bermuda
## The Cabinet Office



## Department of Statistics (DOS)

# Request for Proposals ("RFP")
# For
A Web-Based Application Solution
To Support On-line Census

**Issued: September 1, 2015**

**GOVERNMENT OF BERMUDA**
The Cabinet Office
Department of Statistics

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Reference #    DOS 2015/01                                             1st September 2015

Dear Bidders

## Letter of Invitation

**RE:    A Web-Based Application Solution to Support On-line Census and Statistics**

The Government of Bermuda, through the Cabinet Office, the Department of Statistics (hereafter referred to as "DOS") is requesting proposals from qualified and experienced firms to develop and implement a front-end solution that integrates with a database for use by the DOS. The solution will be a user-friendly web accessed computerized data base system that allows residents of Bermuda to submit key details pertaining to their dwelling unit and to all persons normally resident on Census Night in regard to the 2016/2017 Census of Population and Housing. Where possible, data will be collected from household members about former members who have emigrated from Bermuda.

The specifications herein are intended to convey the minimum requirements as developed by the DOS. 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 such an on-line Census system. Prospective contractors shall propose certain models that they believe will best meet the DOS's needs.

Proposals are invited from individuals and/or companies who would be fully experienced and qualified in supplying, installing, and servicing of on-line Census systems. We are also looking for the most cost-effective solution for this comprehensive 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, II, and III.
- Attachments – Admin Password, Form, Home and User Dashboard Wireframe(s), and Census Questionnaire (Draft)
- Appendices

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

**Schedule II**    **On-line Census Requirements Traceability 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**

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Full details and Request for Proposals documents may also be obtained from www.opmp.gov.bm procurement notices website.

**Queries**

**All queries must be in writing** and directed to Mr. Steven Holdipp at email: sholdipp@gov.bm and cc amsimpson@gov.bm.

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

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


Yours Sincerely,



Melinda Williams
Director
Department of Statistics

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## Part 1  Instructions to Bidders

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

1. **PUBLIC ACCESS TO INFORMATION:**

   Any information collected or used by or on behalf of the Government of Bermuda 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 1st September, 2015 |
| Cut off for Questions submitted by Prospective Bidders | 2:00pm ADT 22nd of September, 2015 |
| Answers Provided by DOS | By 24th of September 2015 |
| Bidder Proposals Submitted | 2:00 pm ADT, 29th of September  2015 |
| Vendor Presentations (if required) | Week of 19th of October 2015 |
| Award Approval | Upon Cabinet's Approval  (if required) |
| Commencement of Work | Within 7 business days after contract signing |
| Go Live | 21st of March 2016 |
| | |

3. **Project Authorities**

| | |
|---|---|
| i. Executive Sponsor | Department of Statistics (DOS)<br>Business Area |
| ii.    Department Contact | Mr. Steven Holdipp          Email: sholdipp@gov.bm<br>Cc: Mr. Andrew Simpson    Email: amsimpson@gov.bm<br>Address:<br>Department of Statistics<br>3rd floor, Cedarpark Centre<br>48 Cedar Avenue,<br>Hamilton HM 11, Bermuda<br>**or**<br>P.O. Box HM 3015<br>Hamilton HM MX, Bermuda |
| Phone: | (441) 297-7780, 297-7895 |
| Fax: | (441) 295-8390 |
| | |

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## 4. Submission Deadline

i.   Proposals must be received no later than 2:00 pm, Atlantic Standard Time (ADT), on Tuesday, 29th of September 2015.

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 Information Technology Office (ITO) 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.   DOS 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 DOS 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 department contact person(s) mentioned under "Department 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 Web-based Application Solution to Support on-line Census".

ii.  The DOS will provide a written response to all pertinent questions in the form of an Addendum which will be posted at www.opmp.gov.bm under the Procurement Notice website 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 Government may alter or amend, in whole or in part, any terms or provisions of this RFP. The Government 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 Government 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 Government of Bermuda, The Cabinet, Department of Statistics, hereinafter referred to as the DOS, 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 Government of Bermuda, The Cabinet Office, and the DOS 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: Steven Holdipp at sholdipp@gov.bm and Cc Andrew Simpson at amsimpson@gov.bm. Proposals submitted via e-mail must have "RFP A Web-based Application Solution to Support on-line Census DOS 2015/01" 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, Online Census Requirements Traceability Matrix at Schedule II and Metadata Dictionary at Schedule III. 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:

Department of Statistics
48 Cedar Ave
Hamilton HM 11
Bermuda
or
Department of Statistics
P.O. Box HM 3015
Hamilton HM MX
Bermuda

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

| GOVERNMENT OF BERMUDA | Web-Based Application Solution |
|---|---|
| The Cabinet Office | to support on-line Census |
| Department of Statistics | **Request for Proposals (RFP)** |

**"RFP for A Web-based Application Solution to Support On-line Census**
**Attention: Mr.    Steven Holdipp**
**"Do Not Open until 2:00 p.m. ADT on the 29th of September 2015".**

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 Government 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 Government 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, II and III 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 DOS's sole discretion.

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

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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) "On-line Census Requirements Traceability Matrix" (Schedule III) Metadata Dictionary.  The description should set out the functions and features of the system and associated processing logic. 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 designing, building, testing, training and implementation 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 DOS 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 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

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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 Government of Bermuda 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) In accordance with the ITO standard development contract, 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.
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:

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**Schedule II  On-line Census Requirements Traceability 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 Proposal Form" (Appendix V) outline the following along with a signature:

1. High Level Description of Solution
2. Technology Platform
3. Software
4. Hosting (if web based solution) – if applicable
5. Security
6. Total $ Cost of Acquisition
   i. Hardware
   ii. Software
   iii. Analysis, Design & Development
   iv. Project Management
   v. Initial Statement of Work
   vi. Testing
   vii. Training
   viii. Travel
   ix. Expenses
7. Other Costs or Expenses
8. 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.
9. Start/ Implementation Dates

### 10.4    Required Government Resources

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

## 11.    Proposal Validity Period

i. Proposal shall remain valid and open for a period of ninety (90) 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

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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 Government may request the Bidder to extend the proposal validity for 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 applied to all proposals received regardless of with different validity periods 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 Department Contacts by sending an e-mail to: sholdipp@gov.bm and Cc amsimpson@gov.bm *no later than 22$^{nd}$ of September 2015*. In the subject line of the email state "Enquiry" for RFP A Web-based Application Solution to Support on-line Census DOS 2015/01*.*

ii.   The responses will be communicated to the Bidders who have responded, by email, without identifying the source and will also be posted on www.opmp.gov.bm procurement notice 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 DOS. In the event that clarification is required Bidders should submit written enquiries as described in clause 12 above.  It is the bidder responsibility to periodically check the www.opmp.gov.bm procurement notice 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 DOS may alter, amend, delete or add to, in whole or in part, any terms or provisions of this RFP. The DOS may modify, amend or revise any provision of this RFP or issue addendums at any time.  The DOS will communicate any such modification or amendment to the Bidders via email and posted to the www.opmp.gov.bm.  It is the bidder's responsibility to periodically check the www.opmp.gov.bm procurement notice 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.

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. DOS 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 Government 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 DOS will be evaluated in conjunction with the ITO in a multi stage process based upon the standard Government of Bermuda evaluation. 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 will 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 Government of Bermuda'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 Government 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 Government of Bermuda will be evaluated in stages based on the standard Government of Bermuda evaluation. 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.

**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

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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 DOS 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 DOS to fully understand the bidder's ability to meet the evaluation criteria. Oral presentations will not be scored separately. Instead the DOS 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 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 DOS for any arithmetic errors in computation and summations. Errors will be corrected by the DOS as follows:

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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 DOS 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.    Government's Right to Accept a Proposal and to Reject Any or All Proposals.**

i. The Government of Bermuda will not be obliged to accept the lowest price or any of the proposals submitted.

ii. Each bidder acknowledges and agrees that the DOS will have no liability or obligation to any bidders, except to the bidder, if any, awarded a contract by the DOS 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 DOS 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 DOS 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 DOS reserves the right to accept an offer in full, or in part, or to reject all offers.

ii. The DOS 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 DOS, 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 DOS 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 DOS, in its sole discretion, may withdraw the award recommendation, and select the next highest ranked proposal for award.

vi. The contract will not be awarded to any Bidder who is delinquent with their taxes or obligations (including land, payroll, social insurance, malpractice insurance, or pension) to the Government of Bermuda

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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 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.

## 20.    Negotiations

The DOS 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 DOS 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 DOS shall incur no liability to any bidder as a result of these discussions, negotiations or modifications.

## 21.    References

Before awarding any contract the DOS 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.

## 22    Ownership

i.    All information and data produced as part of the project is owned expressly by the Government of Bermuda. The bidder can only take possession of relevant Government of Bermuda 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 Government of Bermuda.

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.

## 23.    Notice of Award

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

## 24.    Signing of Contract Agreement

i.    At the same time that the successful Bidder is notified in writing that their proposal has been accepted, the Government will send the Bidder the contract agreement for signature.

ii.    Within 7 business days of receipt of the Contract Agreement, the successful Bidder shall sign and return it to the Government as directed in the contract document.

## 25.    Application Delivery

The solution is considered delivered when the application is running in production mode and signed off by the DOS and ITO.

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## 26. Grounds for Disqualification

i. Contact regarding this procurement with any DOS 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 DOS 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 DOS officers or employees.

vi. Existence of any lawsuit, unresolved contractual claim or dispute between prospective contractors and the DOS.

vii. Evidence of prospective contractors' inability to successfully complete the responsibilities and obligations of the proposal.

viii. Prospective contractors' default under any DOS agreement, resulting in termination of such Agreement.

## 27. Protest Procedures

If an unsuccessful Bidder wants to dispute the award recommendation, the protest must be submitted to the Director of Statistics no later than 7 business days after the announcement of the successful Bidder, detailing the grounds and providing all supporting information, for review by the Director of Statistics. Disputes received after the 7 business days from the contract award will not be considered.

The address for submitting protests is:
Department of Statistics
48 Cedar Ave
Hamilton HM 11
Bermuda
Or
P.O. Box HM 3015
Hamilton HM MX
Bermuda
Attention: Melinda Williams

## 28. Acceptance and Authority to Cancel this RFP

The Government of Bermuda will not be obliged to accept the lowest price or any of the proposals submitted.  Each vendor acknowledges and agrees that the Government of Bermuda will have no liability or obligation to any vendor, except to the party, if any, awarded a contract by the

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Government of Bermuda 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 Government of Bermuda 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] | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

| ITEM | CRITERIA | WEIGHTING | SCORES - please see notes & scoring tab | | | | | | Weighted scores | | | | | | Comments |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | 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 | | |

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| 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**

*n.b. In some cases multiple bidders can achieve the same score where they have submitted the same level of evidence.*

| | |
|---|---|
| 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 soley 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 Commisioner 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 apprentiships/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 skils training evident, 0 = no business skills training evident |

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**Part 2   Statement of Requirements and Objectives**

**Schedule I        Statement of Requirements**

**Web-based Application Solution for Census**

To implement a front end solution that integrates with a database for use by the DOS.  The solution will be a user-friendly web accessed computerized data base system that allows residents of Bermuda to submit key details pertaining to their dwelling unit and to all persons normally resident on Census Night in regard to the 2016/2017 Census of Population and Housing. Where possible, data will be collected from household members about former members who have emigrated from Bermuda.

**1        Overview**

The DOS is responsible for the administration of the 2016/2017 Census of Population and Housing, which collects information about the population such as their age, race, marital status, migration, employment and housing in accordance with the Statistics Act 2002.

The Census is the largest statistical data collection project carried out by the DOS. Census Day is the reference date for most questions in the Census questionnaire.  The 2016/2017 reference day has not been confirmed but vendors may use May 20, 2016.  The information collected enables the DOS to track housing and population trends in Bermuda. Data is collected on the characteristics of the dwelling unit and on each normal resident of the households that occupy a dwelling unit.  With respect to households, the required information includes a listing of household members and their contact email address, the name of household members who usually live elsewhere in Bermuda, the type of dwelling, the number of bedrooms, the number of full bathrooms, whether the household owns or rents the dwelling and the monthly cash rent for renters.  Households will also be required to provide the following information in regard to former members who have emigrated from Bermuda: How many emigrated since 2010 Census Day, year emigrated, date of birth, sex, racial group and Bermudian status. In regards to household members,   for each household member it must be stated whether they were in Bermuda or abroad on Census Night, the relationship of the member to the household reference person, their sex, date of birth, occupation, race, country of birth, immigration status, Bermudian status, health insurance coverage, marital status, fertility, education, economic activity, income from main job and other forms of income.

The DOS plans to administer the next Census in three phases. The first phase includes the online Census which will run for at least four weeks and begins the day after Census Day.

The information submitted via the online Census will be stored directly into the application to be vetted by DOS staff members before it is stored in an SQL database. All submissions will be approved and sent to the SQL database or rejected after they are vetted.  Households whose census information has been rejected by DOS staff will receive an electronic notification which is generated by the online Census system. The notice will advise the householder of the status of their submission with instructions to login to online Census again to check (and) or correct the rejected information. The online system integrates approved questionnaires into the SQL database.

The new application will allow for increased productivity and efficiencies for the DOS Administrators as well as ease of use for the online user.

**2        Scale and Scope**

   i.    There are approximately 65,000 persons and 33,000 occupied dwelling units in Bermuda.  The DOS anticipates that 30% (or 9,900) of all occupied dwelling units will use the online Census based on uptake of the online Census in other countries.

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ii.     It is proposed that the application will encourage a heightened number of external users; as a result, it must be scalable to 100,000 Census records and be able to accept 3,000 up to 5,000 concurrent users.

iii.    Internal users will be the DOS, comprising of approximately 50 staff.

## 3      Department of Statistics Oversight

The DOS will be responsible for the deployment and use of the application within the production environment.  Support by the vendor will need to be provided as required during production deployment.

## 4      Functionality

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

### 4.1     Logon

All eligible users shall be provided with an assessment number and password combination for entry to the application.

The application will produce at least one random password for all households who will participate in the online census.    Additional passwords will be produced for household members as required. Householders who are issued logon access to the online Census must provide an active email address to DOS.  Administrators are responsible for setting up the Administrator role accounts with the appropriate passwords in order to access the application.

### 4.2     Users & Roles

There are 2 types of users of the online Census Process. These are Internal and External users.

- Internal Users – Administrators (2 levels, i.e. Super Administrator and Administrative Clerk)
- External Users - Users that are submitting the Census Forms (i.e. household member)

Each user in the system will be set up with their own password that will be required to access the application. Once the data collection period has passed, the application will delete all passwords from the system for security purposes.

In addition to the above security, both Administrator levels will be granted a defined role in the application with a specific level of access. The role governs what functional areas the Administrator has access to (can only access some of the Administrator User Interfaces [UI]).

### 4.3     User Dashboard
The application will provide a user dashboard that will display a status for each Census record: housing record (only one per household) and person record(s) (in accordance with the number of usual members in the household listing). Statuses of not started, in progress, finished, approved and rejected will also be displayed on this dashboard (for both Forms).

### 4.4     Workflow
The application will allow for a workflow that will be accomplished through a jump panel design.  This functionality will allow the user to jump from one Form to another for ease of use.

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### 4.5 Forms

The application will "reproduce" the housing record and the population record forms as used for the manual submission process. Each form will be wizard-driven which will simplify the process of entering the Census data. The forms will have business rules for data validation.

### 4.6 Administrator Functions

This feature will allow Administrators to complete the following duties:

- Household Password initiation and administration
- Provide assignments of help desk tickets and completed surveys for review and approval on the Administrator Dashboard.
- View questionnaire status by household assessment number
- Administrator User Maintenance
- UI Maintenance (census reference period and due date of Census questionnaire)
- Correspondence module

### 4.7 Help Functionality

This feature will allow for each Form to have an online help function. This function will describe the data inputs required for and completion rules that apply to the Form.

Additionally, the application will have the ability to send a Help Desk ticket to an Administrator via Microsoft (MS) Outlook.

### 4.8 Correspondence to the Household

Several times during the lifecycle of the online Census, several types of correspondence will be automatically sent to the households via email. The different types of correspondence will be stored in the Application.

### 4.9 Assignments of Help Desk Tickets and Submitted Questionnaires

This feature will provide for a workload balancing among all Administrators. Assignments that are not actioned by an Administrative Clerk after 3 working days will be escalated to an administrator by a system generated notice. Additionally, once a household and its assessment number has been "assigned" to an Administrator, all further inquiries and submitted surveys will be assigned to the same Administrator. Assignment notifications will be sent to the Administrator via MS Outlook.

### 4.10 Questionnaire Submission

This feature will allow householders to submit the questionnaire upon completion. A population record must have a status of "finished" in order for the submit button associated with the record to be enabled. The Household Reference Person (primary user) must complete and submit the housing record and his/her own population record. The Household Reference Person may complete and submit population records on behalf of other household members.

### 4.11 Questionnaire Correction

Once the questionnaire has been submitted by the household, the Administrator will be notified via MS Outlook. The Administrator will sign in under their username and review the submitted questionnaire. The Administrator must have the ability to note corrections that are necessary and then send the questionnaire back to the household for review and correction via notification through MS Outlook. The household must acknowledge each correction and then re-submit the questionnaire for another review.

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**4.12    Questionnaire Commitment to the Database**

Upon final approval by the Administrator, the application will submit the questionnaire to an SQL database (server).  Prior to approval, all Census information submitted by households is stored in the application.

**5.    Infrastructure Requirements**

The Infrastructure Requirements are System Requirements that set out the minimum hardware and software standards on which the system must be delivered and Operating Requirements which describe the Performance and Security Requirements.

**5.1    System Requirements**

The system must be delivered as a Web based system so the features may be accessed over the Internet and intranet.  It may be delivered on any of the following standard hardware/software architectures and hosted by the ITO.

**5.1.1    Windows Client**

a. Client OS –Windows 7 or 8 Enterprise Edition and 32 or 64 bit
b. Microsoft Office 2007 or above
c. Internet Browser: Microsoft IE 8 or above +, Netscape 9.0, Mozilla Firefox 15 or above, Safari and Google Chrome

**5.1.2    Network Environment**

a. TCP/IP – ITO will supply needed internal and public facing ip addresses
b. The vendor must specify how many internal and external ip addresses the proposed solution will require

**5.1.3    Windows Server Requirements**

The Server Requirements (on Production) comprise of either a Standalone or Multi-tiered environment:

a. Active-Passive Failover Environment  or a Standalone environment
b. SQL Server Database

**5.1.4    Windows Server Environment**

a. Windows 2012 Windows SQL 2012 IIS 7.0 or above

**5.2    Operating Requirements**

**Security & Backup**
a. Users must be verified by password at sign-on time.
b. All transactions over the Internet must be conducted through SSL.
c. There must be a facility to record challenge information for password handling.
d. ITO has a Symantec Data Domain back solution in place. The vendor is to supply any special backup requirements. Backup must be automated and accommodated nightly.
e. Internet Firewalls will be provided by ITO. ITO uses CheckPoint firewalls and Sophos v10.0 antivirus. The system shall support industry standard protections from interconnection with the Internet. The vendor shall specify what firewall rules and antivirus exceptions are required.

**5.3    Integration Points**

a. Custom database in a SQL Server environment to store the online Census forms' metadata for each questionnaire return prior to integration.

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b. An interface to be used with the repository database Server to access the Database, Integrated File System, Commands, Data Queues, Jobs and Job Logs, Messages/Message Queues/Message Files

c. Repository database in a SQL Server environment to store the online Census forms metadata for each questionnaire return available for integration

d. Microsoft Exchange Server – for email notifications

## 5.4 Database Requirements

There are 3 different database components required as follows:

1. **State Database**

   The Process State database is the storage component for the following:

   - Engine Database containing process instance and archive data
   - Directory Service (users) information

2. **Custom Database for Forms Metadata**

   The custom database will be created for forms and other metadata before they are stored in the Repository database.

3. **Repository Database**

   The Database used for storing online Census data submitted by the household and approved by a DOS administrator.

## 5.5 Government Security Policy

The system provided must be compliant with the computer security policy of the Government of Bermuda (to be provided to successful vendor only).

## 6. Additional Requirements

### 6.1 Performance Requirements

The application must be scalable to 70,000 users and must be able to accept up to 5,000 concurrent users.

### 6.2 System Availability

Households may be accessing the system from overseas. The system will need to be available twenty two hours a day (allowing for integration to the repository server from 2 AM – 4 AM ADT). In the event of system unavailability during such time due to a software or database problems, the vendor technical support must make its best effort to return the system to operational status before the beginning of the next business day.

It is anticipated that routine systems maintenance shall be scheduled for hours other than normal ADT business hours.

### 6.3 Response Time

The Graphical User Interface provided by the web application will be lightweight and clean in order to provide acceptable performance when accessing the application using slower dialup Internet connections. The UI's must be built as a responsive web app to suit screen resolution requirement the widest a range of online enabled devices.

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The Vendor shall specify the average, and maximum response time the system shall provide for typical transactions for internet users. Normal system requests, e.g. item inquiry, should not exceed 2.5 seconds.

## 7. Testing, Training, & Implementation

### 7.1 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.

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

### 7.2 User Training

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

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 to four weeks of the system implementation plan.

### 7.3 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, DOS or ITO should be included in this documentation.

## 8. General Requirements

### 8.1 Debt to Government
The successful contractor must enclose verification from Social Insurance, Tax Commissioner and Pension Office that all necessary government taxes, levies, pension and social insurances have been paid as required. Good standing must be maintained throughout the contract.

### 8.2 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 DOS 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 Government of Bermuda 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.

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**8.3 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.

**8.4 Required Insurance**

    i.    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.

    ii.    Workmen's Compensation Insurance to limits commensurate with statutory benefits

**8.5 Employer's Liability Insurance**

    i.    It is required that the Government of Bermuda 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 DOS by an employee of the bidder. DOS shall be a name insured under the policy.

**8.6 Project Management**

The prospective contractor shall manage the project timeline and deliverables utilizing their own project management resource who shall report directly to the DOS Business Area Project Manager.

**8.7 System Implementation**

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

**8.8 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.

**8.9 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 DOS's configuration and an inventory of all hardware installed including the manufacturer and model shall also be delivered.

**8.10      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 DOS intends to contract with the proposer for follow-up support of the system, there is still a need for the DOS 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).

**8.11      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

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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**

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**Schedule II     Online Census Requirements Traceability Matrix**

Bidders are asked to indicate if they can (yes) or cannot (no) meet each requirement from 1.0 to 12.3 and to return the completed table with their proposal (twelve (12) pages)

| Requirement # | Requirement Description | User Interface Description | Meet requirement Yes/ No. |
|---|---|---|---|
| 1.0 | **USER INTERFACE** | Usability | |
| 1.1 | The eCensus application will have a User Interface (UI) created. The UI is based on the wireframes provided. | Usability | |
| 1.2 | The eCensus application will be accessed via the internet using a public URL. | Usability | |
| 1.3 | The eCensus application will display the Government of Bermuda, Cabinet Office, Department of Statistics (VIP protocol) and census logo on all UI's. | Usability | |
| 1.4 | The eCensus application must be viewable via mobile devices, computers and tablets. | Usability | |
| 1.5 | The Census Application will perform a browser check to detect the user's browser. If it is not compatible with the browsers the application has been developed for a pop-up box will be displayed to the user with a message that their browser needs to be upgraded to IE 10 or they must use one of these browsers: IE 10 and above, Chrome, Safari and Firefox. | Usability | |
| 1.6 | The eCensus application must be compatible with IE 10 and above, Chrome, Safari and Firefox. | Usability | |
| 1.7 | The eCensus application must be available to users during the online census data collection period 22 hrs. /day. | Usability | |
| 1.8 | The eCensus application must be scalable to 70,000 users. | Usability | |
| 1.9 | The eCensus application performance must be able to accept up to 5,000 concurrent users. | Usability | |
| 1.10 | The eCensus application must use a SSL Certification. | Usability | |
| 1.11 | The eCensus application will include the UI for Login and Password for each household (or person) to access their questionnaire. | Usability | |
| | | | |

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| Requirement # | Requirement Description | User Interface Description | Meet requirement Yes/ No. |
|---|---|---|---|
| 2.0 | **FORM** | | |
| 2.1 | The eCensus Application will have business rules for each question in the form, allowing users to move from one question or section to another based on their answers. The users will use the "continue and back" buttons to move around the sections. | Form | |
| 2.2 | The eCensus Application will have validation for each question in the form, preventing users from leaving questions blank that must be completed in order to proceed to the next question or section of the questionnaire. | Form | |
| 2.3 | The eCensus application will have a certification statement for the user to provide acceptance of the questionnaire results prior to the questionnaire being submitted. | Form | |
| 2.4 | The eCensus application will separate the questionnaire into the appropriate sections. Users will complete only the sections required based on their answers. | Form | |
| 2.5 | The eCensus application will provide a menu linking capability to the side of the form for each section; allowing users to navigate through the forms (see Wireframes). | Form | |
| 2.6 | The eCensus application will allow for users to print or PDF their submitted form for their records. | Form | |
| 2.7 | One person in the household will be identified as the household reference person. | Form | |
| 2.8 | The household reference person is the main contact for the household and will provide their contact details on the form. | Form | |
| 2.9 | The household reference person will complete the household listing and housing information on the respective forms. | Form | |
| 2.10 | The household reference person can complete the sections for other household members. | Form | |
| 2.11 | If the additional household members do not wish the household reference person to complete their information, the household reference person must submit a request for additional user passwords to be sent to the respective email addresses of the other household members. | Form | |
| 2.12 | Those Passwords and emails referred to in 2.11 must be connected to the same household questionnaire. | Form | |

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| Requirement # | Requirement Description | User Interface Description | Meet requirement Yes/ No. |
|---|---|---|---|
| 2.13 | Each user must complete their sections of the questionnaire for the household questionnaire to be deemed completed. | Form | |
| 2.14 | Once each household user completes their section/s of the questionnaire they are able to submit only their section. The household reference person is responsible for submitting the Household Listing section. | Form | |
| 2.15 | Once the user hits the "submit questionnaire" button for the questionnaire, a dialog box will display stating "Your questionnaire has been received.  You will receive a response within 3 working days." | Form | |
| 2.16 | The Administrators can approve or reject the questionnaire. | Form | |
| 2.17 | If the questionnaire is rejected, the user will receive an email with the rejected status and the comments as to why the questionnaire was rejected. The comment should be displayed in the specific section the comments are related to. | Form | |
| 2.18 | Email notifications will be sent to the user based on the rejection or approval status of their questionnaire. | Form | |
| 2.19 | Users may track the status of the questionnaire in the User Dashboard. | Form | |
| 2.20 | Only the household reference person will have access to the household listing section of the questionnaire. | Form | |
| | | | |
| 3.0 | **HOUSEHOLD LISTING SECTION IN QUESTIONAIRE** | Form | |
| 3.1 | The household reference person must provide the number of persons staying in this household on Census Day May 20, 2016. | Form | |
| 3.2 | The household reference person must identify the number of members who "usually live in this household", their age, sex, phone number, email and relationship to the household reference person. | Form | |
| 3.3 | The household reference person must identify members who "usually live elsewhere in Bermuda or Overseas" | Form | |
| 3.4 | Items 3.2 and 3.3 will determine how many "Person Forms" the application will expect to be completed for this household. | Form | |

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| Requirement # | Requirement Description | User Interface Description | Meet requirement Yes/ No. |
|---|---|---|---|
| 3.5 | The household reference person must identify which users they will be submitting information for directly and which users will require their own password to be sent via email so that the user can complete their "Person Form" themselves. | Form | |
| 3.6 | The household reference person will provide the email address of the household members they are not submitting for so that the application can send a notification to the Administrators to request additional passwords for this household. | Form | |
| 3.7 | The household reference person must ensure all sections of the Household listing Section and Housing Section are completed in full. | Form | |
| | | | |
| 4.0 | **ADMINISTRATORS** | Administrators | |
| 4.1 | The application will provide an Administrators' Utility to make changes to the questionnaire date range and the due date of the questionnaire. | Administrators | |
| 4.2 | The application will provide an Administrators' Utility to provide the ability to create and manage administrators. | Administrators | |
| 4.3 | The application will have the ability to provide the Administrators and Administrator Clerks with their own user ids and passwords via the Admin Directory. | Administrators | |
| 4.4 | The application will provide an Administrators' Utility to provide maintenance for passwords. | Administrators | |
| 4.5 | Only the Super Admin role can create passwords for both users and administrators. | Administrators | |
| 4.6 | The Administrator will be allowed access to a questionnaire using their Administrator sign in. | Administrators | |
| 4.7 | The application will provide an Administrators' Utility to provide tracking of users' issues and progress. | Administrators | |
| 4.8 | The application will provide an Administrators' Utility for Administrators' Directory detailed UI. | Administrators | |
| 4.9 | Adding an Administrator will include administrator's role, name, phone number and e-mail. | Administrators | |

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| Requirement # | Requirement Description | User Interface Description | Meet requirement Yes/ No. |
|---|---|---|---|
| 4.10 | The application will provide an Administrators' Utility (dashboard) that provides the status of all questionnaires with Date Started, Date Submitted, Date in Review, Date Rejected, Date Resubmitted, Date Approved, Admin Approval name. | Administrators | |
| 4.11 | The application will allow the Admin access to a questionnaire by providing a hyperlink on the Admin dashboard and the Admin questionnaire status UI's. | Administrators | |
| 4.12 | The application will have two levels of Administrator security. | Administrators | |
| 4.13 | The "Super Administrator" security will have full access to all UI's in the application. | Administrators | |
| 4.14 | The "Administrator Clerk" will have full access to all UI's EXCEPT the password Maintenance UI and Admin Directory. | Administrators | |
| 4.15 | Once the Administrator approves a questionnaire, it will be removed from the Admin Dashboard. | Administrators | |
| 4.16 | The questionnaire will allow for the creation of passwords for users who might have received the wrong password. | Administrators | |
| 4.17 | The application will allow all of the Admin roles the ability to approve or reject a questionnaire. | Administrators | |
| 4.18 | The Application will allow for a Super Admin to delegate questionnaires to other Super Admins or Admin Clerks. | Administrators | |
| 4.19 | The Administrator will be allowed to view, edit and comment on all records on all forms of the questionnaire. | Administrators | |
| 4.20 | The "Approved questionnaire" button will be greyed out when any Form is in a status other than "Approved". | Administrators | |
| 4.21 | The Administrator dashboard will allow for searching by name in order to view other Admin's tasks. | Administrators | |
| 4.22 | Create an administrative manual. | Administrators | |
| 4.23 | Super Admins can delegate work to admins to help control the workload balance. | Administrators | |

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| Requirement # | Requirement Description | User Interface Description | Meet requirement Yes/ No. |
|---|---|---|---|
| 5.0 | **USER LOGIN** | | |
| 5.1 | The eCensus application will receive a 'data dump' from land valuation database to create the passwords for each household using the house assessment number as the unique Identifier. | Login | |
| 5.2 | Each person who has a password for the application should have an assessment number related to their profile. | Login | |
| 5.3 | The application will produce random passwords (alpha numeric) so the Administrator can distribute them prior to the e-census launch. | Login | |
| 5.4 | The application will provide for password set/reset by the Administrator during the e-census period on an individual household basis. | Login | |
| 5.5 | The eCensus application will provide multiple passwords per household for those households that have no related individuals, or who want to complete their questionnaire directly. | Login | |
| 5.6 | The eCensus Application will link the corresponding passwords of the same household to the same questionnaire | Login | |
| 5.7 | Additional persons in the household requesting their own password to access the questionnaire, will **only** have access to their "Person Record" to complete. If a person requires access to complete a form for a child, they must request a new password for access to a new person record in that household. | Login | |
| 5.8 | The Household Reference Person must submit a request with names and email addresses, for the additional persons to receive a corresponding password to the house assessment number in order to complete their section of the questionnaire. | Login | |
| 5.9 | Email addresses can be used multiple times. | Login | |
| 5.10 | A request ticket will be sent to the corresponding administrator to create a new password/s for the additional household users. | Login | |
| 5.11 | The Admin panel will show the household reference person, password, email and assessment number with a toggle button to show any additional users passwords and emails related to that assessment number (see wireframe). | Login | |

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| Requirement # | Requirement Description | User Interface Description | Meet requirement Yes/ No. |
|---|---|---|---|
| 5.12 | On the home page UI there will be instructions for users to call DOS to reset their password. | Login | |
| 5.13 | Once the password has been reset, the initial password will be deleted. | Login | |
| 5.14 | The application will allow for the deletion of all passwords at the end of the e-census cycle. | Login | |
| 5.15 | The password utility will provide for an export function to allow the super admin to include the passwords in the household flyers. | Login | |
| 5.16 | The application will enable the Household Reference Person to login using their password received via the household flyer, which is connected to the house assessment number. | Login | |
| 5.17 | The password utility will provide for an option for the SUPER ADMIN to "Create initial Passwords" to be placed on the flyers for distribution. | Login | |
| 5.18 | Forget Login or Reset function will be available for users. | Login | |
| | | | |
| 6.0 | **HELP FUNCTIONS** | Help | |
| 6.1 | The application will provide online help. | Help | |
| 6.2 | The application will provide a user manual as a PDF available for downloading. | Help | |
| 6.3 | The application will provide a URL link to an online tutorial. | Help | |
| 6.4 | The application will provide an online tutorial video for users on how to use the application. | Help | |
| 6.5 | The application will provide an online tutorial video for users on how to create a help ticket. | Help | |
| 6.6 | The application will provide an online tutorial video to show users how to correct a rejected submission. | Help | |
| 6.7 | The application will provide the user with help contained within the UI (i.e... hover over) to assist the user with definitions of words/phrases or functions. | Help | |
| 6.8 | The application will display a help button on each UI explaining the function of the UI and details of the required inputs. | Help | |

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| Requirement # | Requirement Description | User Interface Description | Meet requirement Yes/ No. |
|---|---|---|---|
| 6.9 | The application will allow the user to send an email (Help or general questions) to the administrator and receive an answer from the Administrator via the users' e-mail. | Help | |
| 6.10 | The application will send an e-mail notification to the Administrators regarding an incoming help ticket. | Help | |
| 6.11 | The Administrator assigned to the user at login will be the administrator who receives the help ticket, and all further help tickets from that household will be assigned to that Administrator. | Help | |
| 6.12 | Once the user hits the "submit" button for the help desk ticket, a dialog box will display stating "Your help ticket has been received.  You will receive a response within 3 working days". | Help | |
| 6.13 | The application will allow the tracking of user help requests on the administrators UI for Help or general questions to the administrator. | Help | |
| 6.14 | A "Contact Help Desk" selection will be available on the jump panel or side menu. | Help | |
| 6.15 | The UI will have a drop down box indicating which section the user is asking for help. | Help | |
| 6.16 | The UI will have a free form text field that will allow the user to type their issue description. | Help | |
| 6.17 | The UI will have a "submit" button. | Help | |
| 6.18 | The UI will display a history of the help desk ticket. | Help | |
| 6.19 | Help Desk tickets will be assigned to the Administrator assigned to that household. | Help | |
| 6.20 | The user will have the ability to view the Administrator's answer to their question. | Help | |
| 6.21 | The help desk ticket will be removed from the Administrator's Dashboard when the response is sent to the user. | Help | |
| 6.22 | The status of a help ticket will move from open to close when the response has been sent to the user. | Help | |
| | | | |
| 7.0 | **ESCALATION PROCESS** | Administrator | |
| 7.1 | When the Administrator identified for the household receives either a help desk ticket or a submitted questionnaire for review, it is placed in their queue. | Administrator | |

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| Requirement # | Requirement Description | User Interface Description | Meet requirement Yes/ No. |
|---|---|---|---|
| 7.2 | If the Administrator does not action the request within the allotted timeframe of 3 working days the request is then escalated to the TOP of another SUPER ADMINISTRATOR queue for immediate action. | Administrator | |
| 7.3 | In the event the SUPER ADMINISTRATOR does not action the request in 24 hours it is moved to another SUPER ADMINISTRATOR queue. | Administrator | |
| 7.4 | The request can only be escalated twice before an alert to all SUPER ADMINISTRATOR is received to identify the request requires an immediate response. | Administrator | |
| 7.5 | SUPER ADMINISTRATORS will have the ability to delegate requests for the escalation process. | Administrator | |
| | | | |
| 8.0 | **COMMUNICATION - EMAILS - TRACKING** | Communication | |
| 8.1 | The application will have an escalation process for all requests. | Communication | |
| 8.2 | The application will allow the escalation of the help requests if the administrator has not actioned the request in 3 working days. | Communication | |
| 8.3 | The application will redirect requests that have not been actioned by the administrator within 3 working days, back into the queue, at the top marked urgent for the next administrator to action it immediately. Email notifications will be sent to the Administrator identified. | Communication | |
| 8.4 | The application will allow for Pre-defined email templates to be created in the Administrators' UI. | Communication | |
| 8.5 | The application will allow for administrators to create email templates as needed in the Administrators' UI. | Communication | |
| 8.6 | A notification via e-mail will be sent to the user once the help ticket has been resolved by the Administrator. | Communication | |
| 8.7 | The application must be able to use the administrators' email address. | Communication | |
| 8.8 | A notification e-mail will be sent to the additional household users for whom personal passwords were requested in order to complete the questionnaire were requested by the household reference person. | Communication | |
| 8.9 | The application will have the ability to schedule each communication by selecting a date from a date picker on the Correspondence UI in the Administrator Utility. | Communication | |

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| Requirement # | Requirement Description | User Interface Description | Meet requirement Yes/ No. |
|---|---|---|---|
| 8.10 | The application will send an e-mail notification to the Super Administrator if the Admin Clerk does not act on submitted questionnaire within 3 working days. | Communication | |
| | | | |
| 9.0 | **DASHBOARD** | User Dashboard | |
| 9.1 | The application will have a User Dashboard that provides the status of the household application. | User Dashboard | |
| 9.2 | The questionnaire status' will be: not started, in progress, finished, in admin review, approved and rejected. | User Dashboard | |
| 9.3 | The "In progress" field on the User Dashboard will change to green once any data entered on a section has passed all business rule edits for that data field and prior to the "finished form" button being selected for that section. | User Dashboard | |
| 9.4 | The application will save the data on each UI automatically when navigating to another UI. | User Dashboard | |
| 9.5 | The application will save the data on the previous entry when navigating through the questionnaire. | User Dashboard | |
| 9.6 | The application will track the status of users' progress as they complete sections of the questionnaire based on the business logic (number in household) at the beginning of the questionnaire. | User Dashboard | |
| 9.7 | The application will save the data on the previous entry when navigating through the questionnaire and if any changes have been made will recalculate the data and any changes to the business logic. | User Dashboard | |
| 9.8 | The application must store the questionnaire results until the Administrator "approves" the questionnaire results and commits the results to the SQL database. | User Dashboard | |
| 9.9 | The application will have an "Exit" button. | User Dashboard | |
| 9.10 | A dialog box will be present when this button is selected. The dialogue box will state "Do you want to save and return later?" with a "yes" or "no" "cancel" option. | User Dashboard | |
| 9.11 | If "no" is selected, the user will be taken to the User Dashboard and data is not saved. | User Dashboard | |
| 9.12 | If "yes" is selected, the questionnaire will be saved for the user to return later and the application will close. | User Dashboard | |
| 9.13 | If "cancel" is selected, the user will be returned to the UI from which they selected the exit button. | User Dashboard | |

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| Requirement # | Requirement Description | User Interface Description | Meet requirement Yes/ No. |
|---|---|---|---|
| 9.14 | Once the Administrator approves the questionnaire the status of "approved" will be displayed on the User Dashboard and all other statuses will turn to green. | User Dashboard | |
| 9.15 | Once the user hits the "submit questionnaire" button for the questionnaire, a dialog box will display stating "Your questionnaire has been received.  You will receive a response within 3 working days". | User Dashboard | |
| 9.16 | The application will have an escalation process if the questionnaire has not been actioned for 3 working days it should return to the queue as high priority to be placed in the Super Administrators' queue and should be actioned in Twenty four (24) business hours. | User Dashboard | |
| 9.17 | Once the questionnaire moves to "approved" status, an e-mail will be sent to the user confirming the questionnaire is approved. | User Dashboard | |
| 9.18 | The application will have a jump panel for workflow. The user may "jump" between all UI's using this panel. | User Dashboard | |
| 9.19 | The User Dashboard will have a "Submit questionnaire" button. | User Dashboard | |
| 9.20 | If the household reference person is submitting the questionnaire for all household members, the "Submit questionnaire" button on the User Dashboard will be greyed out for selection until all "Finished" buttons for all forms are green. | User Dashboard | |
| 9.21 | If the household has multiple users submitting Persons Form, each user's application will not allow the user to select the "Submit questionnaire" button (grey out) until their Persons Form has green for the "Finished" status. | User Dashboard | |
| 9.22 | Once the user selects the "Submit questionnaire" button, a date and time stamp will be displayed on the UI next to the button to provide visual validation to the user that the questionnaire has been submitted. | User Dashboard | |
| 9.23 | Once the user resubmits a corrected questionnaire using the "Submit questionnaire" button, the date and time stamp will update with the date and time the questionnaire has been resubmitted. | User Dashboard | |
| 9.24 | A message will be hard coded above the "Submit questionnaire" button stating "All forms must be in finished (green) status prior to selecting the Submit questionnaire button", this is only applicable for households where the household reference person is submitting for all household members. | User Dashboard | |
| | | | |

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| Requirement # | Requirement Description | User Interface Description | Meet requirement Yes/ No. |
|---|---|---|---|
| 10.0 | **REPORTS** | Reports | |
| 10.1 | The application will provide a report on Administrator Metrics. | Reports | |
| 10.2 | The report will provide timeliness metrics on the open and closed Help Desk Tickets and who they have been assigned to. | Reports | |
| 10.3 | The report will provide timeliness metrics on the number of questionnaires in Review and Approved status and who they have been assigned to. | Reports | |
| 10.4 | All forms/section will support data entry standards. | Reports | |
| 10.5 | The application will provide the ability to produce ad hoc reporting on any of the fields in the database. | Reports | |
| 10.6 | The reports and data from the database will be able to be extract or exported in ASCII and CSV formats. | Reports/Database | |
| | | | |
| 11.0 | **TELEPHONE INTERVIEWER** | Interviewers | |
| 11.1 | Telephone interviewers will access the same online application via a secure URL. | Interviewers | |
| | | | |
| 12.0 | **DOOR TO DOOR INTERVIEWERS** | Interviewers | |
| 12.1 | Door to door interviewers will have the application loaded on their netbooks. | Interviewers | |
| 12.2 | They will complete a new questionnaire for each household they visit. | Interviewers | |
| 12.3 | The application will save the questionnaire data to a local database on the netbook and sync when the netbook is connect to the internet upon return to the DOS. | Interviewers | |

**End of Schedule II**

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**Schedule III    Metadata Dictionary**

**Instructions**

|   | **Metadata** |
|---|---|
| 1 | Record Type |
| 2 | Census District |
| 3 | Constituency |
| 4 | Commercial Zone |
| 5 | Household Number |
| 6 | Assessment Number |
|   |   |

**Household Listing**

|   | **Metadata** |
|---|---|
| 1 | Number of Persons (all persons in household on Census Day) |
| 2 | Name (Persons in Household including  relationship/age/sex) |
| 3 | Telephone Number (All household members with phones) |
| 4 | Usual Household Size |
| 5 | Usually Lives Elsewhere in Bermuda or Overseas |
| 6 | Persons Who Usually Live Elsewhere in Bermuda |

**Housing**

|   | **Metadata** |
|---|---|
| 1 | Type of Building |
| 2 | Number of Bedrooms |
| 3 | Number of Full Bathrooms |
| 4 | Tenure |
| 5 | Monthly Cash Rent or Mortgage Payable |
| 6 | Number of Former Household Members (Persons who moved abroad between May 21, 2010 and May 20, 2016 to live |
| 7 | Year (Year household member(s) left Bermuda) |
| 8 | Date of Birth (DD/MM/YYYY) |
| 9 | Sex (Male or Female) |
| 10 | Race |
| 11 | Bermudian Status |

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**Schedule III   Metadata Dictionary – Continuations**
**Population**

| | Metadata |
|---|---|
| 1 | Record Type |
| 2 | Census District |
| 3 | Constituency |
| 4 | Commercial Zone |
| 5 | Household Number |
| 6 | Person Number |
| 7 | Spend Census Night (Bermuda or Abroad) |
| 8 | Relationship to Household Reference Person |
| 9 | Sex (Male or Female) |
| 10a | Date of Birth- Month (MM) |
| 10b | Date of Birth- Day (DD) |
| 10c | Date of Birth- Year (YYYY) |
| 11 | Race |
| 12 | Country of Birth |
| 13 | Year Last Came to Bermuda (Foreign Born Population) |
| 14 | Whether Lived Abroad for 1 Year or More (Bermuda Born Population |
| 15 | Year Last Came to Bermuda (Bermuda Born Population) |
| 16 | Bermudian Status |
| 17 | Health Insurance Plan |
| 18 | No Health Insurance (Reason for no health insurance plan) |
| 19 | Marital Status (Persons 15 years and older) |
| 20 | Number of Babies Born Alive (Number of babies born alive over the past 12 Months to Females 15 – 49 years old) |
| 21 | Highest Educational Attainment (Persons 16 Years and older) |
| 22 | Number of Months Worked (Persons 16 years and older) |
| 23 | Economic Activity (working/not working) during Reference Week |
| 24 | Hours Worked  (Persons 16 years and older who worked during the Reference Week May 13 – 19) i.e. 01 to 99 Hours |
| 25 | Name of Business (Including main activity and at Main Place of Work) |
| 26 | Occupation in main job, duties and professional designations |
| 27 | Income Received (Whether or not Persons 16 years or older received employment income over the past 12 months) |
| 28 | Gross Income (Persons 16 years or older who received  income from main job over the past 12 months) Specific Income |
| 29 | Gross Income Code |
| 30 | Other Income Received (Whether or not Persons 16 years or Older received income from other jobs, pensions, annuities, dividends, rents, child support, alimony, financial assistance, scholarships, etc. over the past 12 months for persons 16 years or older) |
| 31 | Other Income (Income Received by Persons 16 years or Older from other jobs, pensions, annuities, dividends, rents, child support, alimony, financial assistance, scholarships, etc. over the past 12 months) Specific Income |
| 32 | Other Income Code |

**End of Schedule III**

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**Attachment A   Admin Password Wireframe**
**Attachment B   Form Wireframe**
**Attachment C   Home Wireframe**
**Attachment D   User Dashboard Wireframe**
**Attachment E   Census Questionnaire (Draft)**

**End of Attachments**

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**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:

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

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**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.**

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**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:** _____

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**Appendix III     Current or Previous Customer and Client Reference(s)**

Please provide three (3) references that most closely reflect similar projects to the DOS scope of work within the past five (5) years. These references should be sites where similar services or systems have been fully installed.

**Please copy this form as needed.**

Name of Company or Agency: _____

Address: _____

Telephone: _____

Contact: _____ Title: _____

Service Dates: _____

Summary of Project_____

_____

_____

_____

_____

_____

_____

_____

**GOVERNMENT OF BERMUDA**
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**Appendix IV    Certificate of Confirmation of Non-Collusion**

**Notes for the Bidder**
The essence of this RFP is that the Government of Bermuda 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 Government of Bermuda.

**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
_____

**GOVERNMENT OF BERMUDA**
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## Appendix V     Financial (Cost) Proposal

| Company's Legal Name | | |
|---|---|---|
| **High Level Description of Solution:** | | |
| | | |
| **Technology Platform:** | | |
| | | |
| **Project Start Date:** | | |
| **Implementation Date:** | | |

| Price Schedule Rates<br>Total Cost of Acquisition | | Total |
|---|---|---|
| *Item* | *Description/Details*<br>*(Please provide details of milestones, etc.)* | *Cost* |
| Hardware | | |
| Software | | |
| Analysis/Design | | |
| Development | | |
| Testing | | |
| Vendor Project Management | | |
| Initial Statement of Work | | |
| Training | | |
| Travel | | |
| Expenses | | |
| **Total** | | |
| **Total Cost of Ownership** | | **Total** |
| *Item* | *Description/Details* | *Cost* |
| Software License Fees | | |
| Support Contract Fees | | |
| Other Recurring Costs or Expenses | | |
| Security | | |
| **Annual Total Cost** | | |

**Bidder's Signature**

(Signature):     _____

(Name in block letters):     _____

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**Department of Statistics**

**Appendix VI    Form of Proposal**

**PROPOSAL TO: the Government of Bermuda, Department of Statistics (DOS)**

**PROPOSAL** to implement a user friendly front end solution with a database that allows for residents of Bermuda to submit key details pertaining to their dwelling unit and to all persons normally resident on Census Day in regard to the 2016/2017 Census of Population and Housing. The information collected enables the DOS to track housing and population trends in Bermuda.

1.      We confirm that we, the undersigned, are conducting business as a proper legal entity and are not delinquent in making payments for outstanding debts for Government receivables such as Social Insurance contributions, Payroll Tax and Public Works (formerly Works & Engineering) fees.

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 service requirements and Addenda Nos. _____inclusive for the execution of the above named "insert project name", 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 Government of Bermuda, The Cabinet Office, and the DOS for a period of ninety (**90) 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 Government of Bermuda in response to the solicitation document and agree to waive any right to challenge any decision made by the Government to disclose the information.

Dated this          _____ day of _____, 2015

(Name)          _____

(Signature)          _____

Duly authorized to sign tenders for and on behalf of:

(Firm)          _____

(Address)          _____