



Government of Bermuda  
Department of Information and Digital Technologies

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**Request for Information ADDENDUM No. 1**

**Date:** February 5, 2021

**RFI No:** 2021-001-CAB

**RE:** RFI Questions and Answers

**To:** All Proponents

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**Q1.** Please share few examples/use cases of such workflows which needs to be automated. If you can share process flow diagrams or process chart & forms used in these workflows, that would be helpful.

**A1.** Please note that this is an RFI and detailed information such as process flows diagrams are not available.

**Q2.** A digital ID infrastructure - By this do you mean that the Govt. of Bermuda would like to develop a digital ID for every citizen, something similar to Social Security Number in US? Or is this is already developed and needs integration only? If not, please share more details about this.

**A2.** Yes we would like to develop a digital ID similar to other jurisdictions, similar to a Social Security Number in the US. No, we do not have such a system developer and are open to ideas and suggestions on how this can be implemented.

**Q3.** Does citizens only needs tracking status on their request or you want to share full audit trail with all access and changes to data?

**A3.** Yes, citizens should be able to track the status of their request and view all access and changes to their personal data.

**Q4.** Please share the names of all external and internal systems with which the proposed solution needs to integrate, along with use case of all integrations. Please also clarify if these systems provide APIs or Web Services for integration.

**A4.** We have not identified which internal and external systems we will be integrating with the proposed solution. As this is an RFI, we are looking for options and providers that have performed various integrations in the past.

**Q5.** Please suggest some information on number of government agencies/departments needs to be integrated/interconnected. Please name some agencies/department.

**A5.** We have 53 departments, however not all departments have systems that will require integration. Some departments use a system in operations belonging to another department. We are not in a position to provide agencies/department names.

**Q6.** Please provide estimated number of internal Govt. of Bermuda office/department users who would use the system.

**A6.** We have around 4000 internal government staff most of which we envision will be using the system.

**Q7.** Is there a requirement for a Records Management System (RMS). RMS manages Electronic documents and records from their creation, use, storage, and maintenance to eventual destruction or permanent preservation while retaining integrity, authenticity and accessibility of corporate records. The application manages the complete life cycle of Electronic records as per Records Management policies laid down by the organization and those required by law.

**A7.** Yes

**Q8.** We assume that High availability (HA) is required however, please share what is the plan for DR location? Do you also need HA for DR?

**A8.** We have a DR location in operation and can be expanded to fulfill the DR requirements for future systems. High availability will be required for replication and an operational roll swap from Production to DR, should the need arise.

**Q9.** Has the Government chosen a UIN for all citizens or will this be generated by the software?

**A9.** Government has not chosen a UIN for all citizens and we would not want this to be generated by software unless there is a strong justification to do so.

**Q10.** Is there a blue print of all government department forms, database and software used?

**A10.** No

**Q11.** In the digital ID -Unique identification number – do you require biometric data from citizens?

**A11.** As of now, no. However this is to be determined at a later date.

**Q12.** Should you integrate user banking details in the cross-departmental digital platform

**A12.** No

**Q13.** How many departments are we talking about?

**A13.** 53 Departments

**Q14.** Are you also looking for an APP (mobile app linked to a digital platform) for the same service?

**A14.** To be determined, however respondents are welcome to include this in your RFI response.

**Q15.** International companies are allowed to participate in this RFI? How should we proceed?

**A15.** Please proceed as outlined in the RFI and include as much documentation requested as you can. For information you do not have available because it mostly relates to a local company, please indicate by “N/A – Overseas Company”

**Q16.** - APPENDIX A – RESPONDENT SUBMISSION FORM (*As a Canadian company, we don't have any documents issued by the Government of Bermuda: Social insurance number / Payroll Tax number / Registration number*)

**A16.** Please write “N/A” in the columns for Social Insurance Number, Payroll Tax and Bermuda Registration Number.

**Q17.** - SAMPLE CERTIFICATE OF INCUMBENCY (*We don't have it.*)

**A17.** If you have a certificate of incorporation or other proof that your company is a registered company, you can provide that.