



Ministry of Tourism and Transport
Ministry of Tourism and Transport Headquarters

Request for Proposals
For
Digital Fare Media

Request for Proposals No.: MTT-S-2019-001

Issued: Monday March 23, 2020

Submission Deadline: Friday May 08, 2020 04:00:00 PM AST

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PART 1 – INVITATION AND SUBMISSION INSTRUCTIONS

1.1 Invitation to Proponents

This Request for Proposals (the “RFP”) is an invitation by the Government of Bermuda (the “Government”) to prospective proponents to submit proposals for **Digital Fare Media** as further described in Section A of the RFP Particulars (Appendix D) (the “Deliverables”).

Overview

The Government of Bermuda, through the Ministry of Transportation, is transitioning to a digital fare media platform supporting

- Ticketing and Fare Management
- Real-Time Passenger Information
- Planning and Dispatch
- Operational Analysis and Optimization

Responses are invited for fare media solutions support account-based mobile ticketing, contactless EMV, cash digitization and concession passes. The new system will supplement, and eventually displace, the existing system of tickets, coin tokens and cash on the public bus and ferry service. The Government is interested in an open solution that is future-proofed with ease of scaling, upgrading and third-party integration.

The solution is intended to provide an enhanced passenger experience that is frictionless, secure and cashless, transforming how locals and visitors access and navigate public transportation services.

The fare payment platform will allow for the ease of ticketing, validation and remittance of fare media revenues to the Government. Desirable features include GPS tracking of buses or ferries, real-time passenger information and operational data for schedule compliance.

Goals and Objectives of Fare Media System,

The implementation of Digital Fare Media for public transportation is intended to achieve the following:

- Increase passenger access to ticketing and service information
- Increase ridership
- Provide revenue assurance and reduce fraud
- Reduce boarding times
- Provide a frictionless public transportation experience
- Support operations, data analysis and service optimization

Schedules and Rate Structure

Information on Bermuda's existing schedule and rate structure is provided in the annexes. Proponents must respond to the RFP requirements, but are also encouraged provide recommendations to streamline and improve the existing rate structure.

1.1.1.1 Bus Schedule and Rate Structure

The Department of Public Transportation bus system operates a 100-bus fleet, seven days a week with reduced service on Sundays and holidays. Bermuda bus routes are identified by numbers 1 to 11. The Bermuda Bus Schedule (ANNEX F) includes details of bus routes, schedules, and pricing.

1.1.1.2 Ferries Schedule and Rate Structure

Marine & Ports operate a 10-vessel fleet seven days a week with reduced service on Sundays and holidays. Bermuda's four ferry routes are identified as pink, blue, orange and green. The Bermuda Ferry Schedule (ANNEX G) includes details of ferry routes, schedules, and pricing.

1.2 Prebid/Teleconference Meeting

There will be a Pre-bid/ teleconference call on the 30th March 2020 for the proponents. If proponents would like to participate in the Pre-Bid conference, proponents must provide their contact information to the RFP Contact by Friday March 27, 2020 4:00pm AST deadline.

1.3 RFP Contact

For the purposes of this procurement process, the "RFP Contact" will be:

Mannard Packwood, Ministry Comptroller at mrpackwood@gov.bm

Proponents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of the Government, other than the RFP Contact, concerning matters regarding this RFP. Failure to adhere to this rule may result in the disqualification of the proponent and the rejection of the proponent's proposal.

Proponents that download this file and intend to respond to this RFP are required to register their interest with the RFP contact by emailing their company name and contact information to

Mannard Packwood, Ministry Comptroller

prior to the Submission Deadline noted in the RFP timetable below.

Amendment/addenda (if any) will be posted at <https://www.gov.bm/procurement-notices>. Proponents should visit the Government Portal on a regular basis during the procurement process.

1.4 Type of Contract for Deliverables

The selected proponent will be requested to enter into direct contract negotiations to finalize an agreement with the Government for the provision of the Deliverables. The terms and conditions found in the Form of Agreement (Appendix A) are to form the basis for commencing negotiations between the Government and the selected proponent. It is the Government's intention to enter into an agreement with only one (1) legal entity. The term of the agreement is to be for a period of "3 Year", with an option in favour of the Government to extend the agreement terms and conditions acceptable to the Government and the selected proponent for an additional term of up to "2 Year".

Joint submissions are acceptable however if a joint submission is made, the submission must clearly indicate which party will act as the prime contractor.

1.5 RFP Timetable

Issue Date of RFP	Monday March 23, 2020
Pre-Bid / Teleconference Meeting	Monday March 30, 2020
Deadline for Questions	Friday April 6, 2020 4:00 PM
Deadline for Issuing Addenda	Friday April 17, 2020 4:00 PM
Submission Deadline	Friday May 08, 2020 04:00:00 PM
Rectification Period	3 business days
Anticipated Ranking of Proponents	Monday June 08, 2020
Contract Negotiation Period	90 calendar days
Anticipated Execution of Agreement	Monday August 31, 2020

All times listed are in Atlantic Standard Time (AST). The RFP timetable is tentative only, and may be changed by the Government at any time. For greater clarity, business days means all days that the Government is open for business.

1.6 Submission of Proposals

1.6.1 Proposals to be Submitted at Prescribed Location

Proposals must be submitted to:

mrpackwood@gov.bm

1.6.2 Proposals to be Submitted on Time

Proposals must be submitted at the location set out above on or before the Submission Deadline. Proposals submitted after the deadline will be rejected.

1.6.3 Proposals to be Submitted in Prescribed Format

Proponents shall submit at minimum 3 original signed hard copies of their proposal or one (1) electronic copy (e-copy) in Microsoft Word or Adobe PDF format. If both a hard copy and an e-copy of the proposal are submitted and there is a conflict or inconsistency between the hard copy and the e-copy of the proposal, the hard copy of the proposal will prevail. Proposals should be submitted in a sealed package and prominently marked with the RFP title and number (see RFP cover) and will not be opened until Friday May 01, 2020 04:00:00 PM. The full legal name and return address of the proponent should be marked on the package as well.

1.6.4 Amendment of Proposals

Proponents may amend their proposals prior to the Submission Deadline by submitting the amendment in a sealed package prominently marked with the RFP title and number and the full legal name and return address of the proponent to the location set out above. Any amendment should clearly indicate which part of the proposal the amendment is intended to amend or replace.

1.6.5 Withdrawal of Proposals

At any time throughout the RFP process until the execution of a written agreement for provision of the Deliverables, a proponent may withdraw a submitted proposal. To withdraw a proposal, a notice of withdrawal must be sent to the RFP Contact and must be signed by an authorized representative of the proponent. The Government is under no obligation to return withdrawn proposals.

[End of Part 1]

PART 2 – EVALUATION, NEGOTIATION AND AWARD

2.1 Stages of Evaluation and Negotiation

The Government will conduct the evaluation of proposals and negotiations in the following stages:

2.2 Stage I – Mandatory Submission Requirements

Stage I will consist of a review to determine which proposals comply with all of the mandatory submission requirements. If a proposal fails to satisfy all of the mandatory submission requirements, the Government will issue the proponent a rectification notice identifying the deficiencies and providing the proponent an opportunity to rectify the deficiencies. If the proponent fails to satisfy the mandatory submission requirements within the Rectification Period, its proposal will be rejected. The Rectification Period will begin to run from the date and time that the Government issues a rectification notice to the proponent. The mandatory submission requirements are set out in Section C of the RFP Particulars (Appendix D).

2.3 Stage II – Evaluation

Stage II will consist of the following two sub-stages:

2.3.1 Mandatory Technical Requirements

The Government will review the proposals to determine whether the mandatory technical requirements as set out in Section D of the RFP Particulars (Appendix D) have been met. Questions or queries on the part of the Government as to whether a proposal has met the mandatory technical requirements will be subject to the verification and clarification process set out in Part 3.

2.3.2 Rated Criteria

The Government will evaluate each qualified proposal on the basis of the non-price rated criteria as set out in Section F of the RFP Particulars (Appendix D).

2.4 Stage III – Pricing

Stage III will consist of a scoring of the submitted pricing of each qualified proposal in accordance with the price evaluation method set out in Pricing (Appendix C). The evaluation of price will be undertaken after the evaluation of mandatory requirements and rated criteria has been completed.

2.5 Stage IV – Ranking and Contract Negotiations

2.5.1 Ranking of Proponents

After the completion of Stage III, all scores from Stage II and Stage III will be added together and the proponents will be ranked based on their total scores. The top-ranked proponent will receive a written invitation to enter into direct contract negotiations to finalize the agreement with the Government. In the event of a tie, the selected proponent will be the proponent selected by way of the lowest price.

2.5.2 Contract Negotiation Process

Any negotiations will be subject to the process rules contained in the Terms and Conditions of the RFP Process (Part 3) and will not constitute a legally binding offer to enter into a contract on the part of the Government or the proponent and there will be no legally binding relationship created with any proponent prior to the execution of a written agreement. The terms and conditions found in the Form of Agreement (Appendix A) are to form the basis for commencing negotiations between the Government and the selected proponent. Negotiations may include requests by the Government for supplementary information from the proponent to verify, clarify or supplement the information provided in its proposal or to confirm the conclusions reached in the evaluation, and may include requests by the Government for improved pricing or performance terms from the proponent.

2.5.3 Time Period for Negotiations

The Government intends to conclude negotiations and finalize the agreement with the top-ranked proponent during the Contract Negotiation Period, commencing from the date the Government invites the top-ranked proponent to enter negotiations. A proponent invited to enter into direct contract negotiations should therefore be prepared to satisfy the pre-conditions of award listed in Section E of the RFP Particulars (Appendix D), provide requested information in a timely fashion and conduct its negotiations expeditiously.

2.5.4 Failure to Enter into Agreement

If the pre-conditions of award listed in Section E of the RFP Particulars (Appendix D) are not satisfied or if the parties cannot conclude negotiations and finalize the agreement for the Deliverables within the Contract Negotiation Period, the Government may discontinue negotiations with the top-ranked proponent and may invite the next-best-ranked proponent to enter into negotiations. This process will continue until an agreement is finalized, until there are no more proponents remaining that are eligible for negotiations or until the Government elects to cancel the RFP process.

2.5.5 Notification of Negotiation Status

Other proponents that may become eligible for contract negotiations may be notified at the commencement of the negotiation process with the top-ranked proponent.

[End of Part 2]

PART 3 – TERMS AND CONDITIONS OF THE RFP PROCESS

3.1 General Information and Instructions

3.1.1 Proponents to Follow Instructions

Proponents should structure their proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a proposal should reference the applicable section numbers of this RFP.

3.1.2 Proposals in English

All proposals must be written in the English language only.

3.1.3 No Incorporation by Reference

The entire content of the proponent's proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the proponent's proposal but not attached will not be considered to form part of its proposal.

3.1.4 References and Past Performance

In the evaluation process, the Government may include information provided by the proponent's referees and may also consider the proponent's past performance or conduct on previous contracts with the Government or other institutions.

3.1.5 Information in RFP Only an Estimate

The Government and its advisers make no representation, warranty or guarantee as to the accuracy of the information or empirical data contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only, and are for the sole purpose of indicating to proponents the general scale and scope of the Deliverables. It is the proponent's responsibility to obtain all the information necessary to prepare a proposal in response to this RFP.

3.1.6 Proponents to Bear Their Own Costs

The proponent will bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews, travel or demonstrations.

3.1.7 Proposal to be Retained by the Government

The Government will not return the proposal or any accompanying documentation submitted by a proponent.

3.1.8 No Guarantee of Volume of Work or Exclusivity of Contract

The Government makes no guarantee of the value or volume of work to be assigned to the successful proponent. The agreement to be negotiated with the selected proponent will not be an exclusive contract for the provision of the described Deliverables. The Government may contract with others for goods and services the same as or similar to the Deliverables or may obtain such goods and services internally.

3.1.9 Equivalency

When proprietary names, brands, catalogues or reference numbers are specified in the Deliverables, they are intended to set a minimum standard, and preference for any particular material or equipment is not intended. The proponent may offer material or equipment of similar characteristics, type, quality, appearance, finish, method of construction and performance and if doing so must disclose any difference in the characteristics, type, quality, appearance, finish, method of construction or performance of the material or equipment.

3.2 Communication after Issuance of RFP

3.2.1 Proponents to Review RFP

Proponents should promptly examine all of the documents comprising this RFP, and may direct questions or seek additional information in writing by email to the RFP Contact on or before the Deadline for Questions. No such communications are to be directed to anyone other than the RFP Contact. The Government is under no obligation to provide additional information, and the Government is not responsible for any information provided by or obtained from any source other than the RFP Contact. It is the responsibility of the proponent to seek clarification from the RFP Contact on any matter it considers to be unclear. The Government is not responsible for any misunderstanding on the part of the proponent concerning this RFP or its process.

3.2.2 All New Information to Proponents by Way of Addenda

This RFP may be amended only by addendum in accordance with this section. If the Government, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all proponents by addendum. All addenda will be published online at <https://www.gov.bm/procurement-notices>. Each addendum forms an integral part of this RFP and may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by the Government. In the Submission Form (Appendix B), proponents must confirm their receipt of all addenda by setting out the number of each addendum in the space provided.

3.2.3 Post-Deadline Addenda and Extension of Submission Deadline

If the Government determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, the Government may extend the Submission Deadline.

3.2.4 Verify, Clarify and Supplement

When evaluating proposals, the Government may request further information from the proponent or third parties in order to verify, clarify or supplement the information provided in the proponent's proposal. The information may include, without limitation, clarification with respect to whether a proposal meets the mandatory technical requirements set out in Section D of the RFP Particulars (Appendix D). The Government may revisit, re-evaluate and rescore the proponent's response or ranking on the basis of any such information.

3.3 Notification and Debriefing

3.3.1 Notification to Other Proponents

Once the Agreement is executed by the Government and a proponent, the other proponents may be notified directly in writing of the outcome of the procurement process.

3.3.2 Debriefing

Proponents may request a debriefing after receipt of a notification of the outcome of the procurement process. All requests must be in writing to the RFP Contact and must be made within sixty (60) days of such notification.

3.3.3 Procurement Protest Procedure

If a proponent wishes to challenge the RFP process, it should provide written notice to the RFP Contact in accordance with the Government's Procurement Protest procedures. The notice must provide detailed explanation of the proponent's concern with the procurement process or its outcome.

3.4 Conflict of Interest and Prohibited Conduct

3.4.1 Conflict of Interest

For the purposes of this RFP, the term "Conflict of Interest" includes, but is not limited to, any situation or circumstance where:

- (a) in relation to the RFP process, the proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of the Government in the preparation of its proposal that is not available to other proponents, (ii) communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive RFP process or render that process non-competitive or unfair; or

- (b) in relation to the performance of its contractual obligations under a contract for the Deliverables, the proponent's other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

3.4.2 Disqualification for Conflict of Interest

The Government may disqualify a proponent for any conduct, situation or circumstances, determined by the Government, in its sole and absolute discretion, to constitute a Conflict of Interest as defined above.

3.4.3 Disqualification for Prohibited Conduct

The Government may disqualify a proponent, rescind an invitation to negotiate or terminate a contract subsequently entered into if the Government determines that the proponent has engaged in any conduct prohibited by this RFP.

3.4.4 Prohibited Proponent Communications

Proponents must not engage in any communications that could constitute a Conflict of Interest and should take note of the Conflict of Interest declaration set out in the Submission Form (Appendix B).

3.4.5 Proponent Not to Communicate with Media

Proponents must not at any time directly or indirectly communicate with the media in relation to this RFP or any agreement entered into pursuant to this RFP without first obtaining the written permission of the RFP Contact.

3.4.6 No Lobbying

Proponents shall not in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political action or other activity whatsoever to influence or attempt to influence Parliament, the Government, or to influence or attempt to influence any legislative or regulatory action, in the selection or evaluation of any proponent.

3.4.7 Illegal or Unethical Conduct

Proponents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion or collusion. Proponents must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials or other representatives of the Government; deceitfulness; submitting proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

3.4.8 Past Performance or Past Conduct

The Government may prohibit a supplier from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, including but not limited to the following:

- (a) illegal or unethical conduct as described above;
- (b) the refusal of the supplier to honour its submitted pricing or other commitments; or
- (c) any conduct, situation or circumstance determined by the Government, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest.

3.4.9 No Collusion

Proponents must not engage in any collusion and must sign the certificate as set out in the Certificate of Confirmation of Non-Collusion (Appendix E).

3.5 Confidential Information

3.5.1 Confidential Information of the Government

All information provided by or obtained from the Government in any form in connection with this RFP either before or after the issuance of this RFP

- (a) is the sole property of the Government and must be treated as confidential;
- (b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract for the Deliverables;
- (c) must not be disclosed without prior written authorization from the Government; and
- (d) must be returned by the proponent to the Government immediately upon the request of the Government.

3.5.2 Confidential Information of Proponent

A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Government. The confidentiality of such information will be maintained by the Government, except as otherwise required by the Public Access to Information Act 2010 or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to advisers retained by the Government to advise or assist with the RFP process, including the evaluation of proposals. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the RFP Contact.

3.6 Procurement Process Non-Binding

3.6.1 No Process Contract and No Claims

This RFP is a request for proposals only and participation in this RFP is not intended to create legal obligations between the Government and any of the proponents or their representatives. For greater certainty and without limitation:

- (a) Participation in this RFP will not give rise to any preliminary contract or collateral contract;
- (b) No proponent shall have any claim for any compensation of any kind whatsoever (whether in contract, tort, law, equity or otherwise), as a result of participating in this RFP, and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim against the Government;
- (c) The decision to award or not to award a contract to any proponent is at the discretion of the Government. The Government shall have no liability to any proponent with respect to the awarding of a contract or the failure to award a contract to any proponent. Proponents acknowledge that the proponent that submits the proposal with the lowest price might not be awarded a contract.

3.6.2 No Contract until Execution of Written Agreement

This RFP process is intended to identify prospective suppliers for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service will be created between the proponent and the Government by this RFP process until the successful negotiation and execution of a written agreement for the acquisition of such goods and/or services.

3.6.3 Non-Binding Price Estimates

While the pricing information provided in proposals will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the proposals and the ranking of the proponents. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation or ranking or the decision of the Government to enter into an agreement for the Deliverables.

3.6.4 Cancellation

The Government may cancel or amend the RFP process without liability at any time. Cancellation may occur, for example, if:

- no qualitatively or financially worthwhile offer has been received or there has been no valid response at all;
- the economic or technical parameters of the project have changed fundamentally;
- exceptional circumstances or force majeure render normal implementation of the project impossible;
- all offers exceed the financial resources available, or are otherwise inconsistent with the principles of economy, efficiency and effectiveness; or

- irregularities require cancellation in the interest of fairness.

The publication of a procurement notice does not commit the Government to implement the programme or project announced.

3.7 Governing Law and Interpretation

These Terms and Conditions of the RFP Process (Part 3):

- (a) are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision);
- (b) are non-exhaustive and will not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations; and
- (c) are to be governed by and construed in accordance with the laws of Bermuda applicable therein.

[End of Part 3]

APPENDIX A – FORM OF AGREEMENT

The terms and conditions found in the sample Form of Agreement (ANNEX A) are intended to provide advance notice of some of the key contractual provisions that would be contained in the form of contract.

See Annex A - Sample Contract

APPENDIX B – SUBMISSION FORM

1. Proponent Information

Please fill out the following form, naming one person to be the proponent’s contact for the RFP process and for any clarifications or communication that might be necessary.	
Full Legal Name of Proponent or Personal/Given Name:	
Representative Name (Person with Signing Authority) / Title:	
Any Other Relevant Name under which Proponent Carries on Business:	
Street Address:	
City, Province/State:	
Country:	
Postal Code:	
Phone Number:	
Proponent’s Social Insurance Number issued by the Government of Bermuda:	
Proponent’s Tax Payroll Number issued by the Government of Bermuda:	
Company Website (if any):	
Proponent Contact Name and Title:	
Proponent Contact Phone:	
Proponent Contact Fax:	
Proponent Contact Email:	

2. Acknowledgment of Non-Binding Procurement Process

The proponent acknowledges that the RFP process will be governed by the terms and conditions of the RFP, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal, legally binding bidding process (and for greater certainty, does not give rise to a Process Contract bidding process), and that no legal relationship or obligation regarding the procurement of any good or service will be created between the

Government and the proponent unless and until the Government and the proponent execute a written agreement for the Deliverables.

3. Ability to Provide Deliverables

The proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required. The proponent represents and warrants its ability to provide the Deliverables in accordance with the requirements of the RFP for the rates set out in its proposal.

4. Non-Binding Pricing

The proponent has submitted its pricing in accordance with the instructions in the RFP and in Pricing (Appendix C) in particular. The proponent confirms that the pricing information provided is accurate. The proponent acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its proposal or its eligibility for future work.

5. Addenda

The proponent is requested to confirm that it has received all addenda by listing the addenda numbers, _____ to _____ (if applicable) issued by the Government, or if no addenda were issued by the Government write the word "None". The onus is on proponents to make any necessary amendments to their proposals based on the addenda. The proponent confirms it has read, received and complied with these addenda. Proponents who fail to complete this section will be deemed to have received all posted addenda.

6. No Prohibited Conduct

The proponent declares that it has not engaged in any conduct prohibited by this RFP.

7. Conflict of Interest

Proponents must declare all potential Conflicts of Interest, as defined in section 3.4.1 of the RFP. This includes disclosing the names and all pertinent details of all individuals (employees, advisers, or individuals acting in any other capacity) who (a) participated in the preparation of the proposal; **AND** (b) were employees of the Government within twelve (12) months prior to the Submission Deadline.

If the box below is left blank, the proponent will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, if the statement below applies, check the box.

- The proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the proponent declares an actual or potential Conflict of Interest by marking the box above, the proponent must set out below details of the actual or potential Conflict of Interest:

8. Disclosure of Information

Any information collected or used by or on behalf of the Government 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.

Signature of Witness

Signature of Proponent Representative

Name of Witness

Name of Proponent Representative

Title of Proponent Representative

Date

I have the authority to bind the proponent.

APPENDIX C – PRICING

1. Instructions on How to Provide Pricing

- (a) Proponents should provide the information requested under section 3 below (“Required Pricing Information”) by reproducing and completing the table below in their proposals, or, if there is no table below, by completing the attached form and including it in their proposals.
- (b) Pricing must be provided in Bermuda funds, inclusive of all applicable duties and taxes except for import duties, which should be itemized separately.
- (c) Pricing quoted by the proponent must be all-inclusive and must include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.

2. Evaluation of Pricing

Pricing is worth 30 points of the total score.

Pricing will be scored based the formula below. Each respondent will receive points of the total possible points allocated to price for the particular category it has bid on, which will be calculated in accordance with the following formula.

2.1 Price (include all cost) 5 = lowest bid, 4 = next lowest, etc. until 0 = most expensive

2.2 The respondent is in a stable financial position

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 The respondent has no outstanding Government debt

Following financial checks with Social Insurance, the Accountant General's Department's Debt Collection Section, and the Tax Commissioner, 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.

In addition to any rectification processes, or rights to verify, clarify and supplement,

- (a) The Government will examine the responses to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the bids are generally in order.

- (b) Arithmetical errors will be rectified on the following basis:
- (i) Where there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Proponent does not accept the correction of errors, its Bid will be rejected. If there is a discrepancy between words and figures the amount in words will prevail;
 - (ii) Where there is a discrepancy between the amounts in figures and in words, the amounts in words will govern; and
 - (iii) Where there is a discrepancy between the individual lump sums and the total amounts derived for the sum of the individual lump sum, the individual lump sum as quoted will govern, and the total amount will be corrected.

3. Required Pricing Information

Deliverable Category	Pricing Structure	Instructions	Price
Engineering and Project Management	Lump Sum	N/A	
Hardware	Lump Sum	N/A	
Software	Annually	N/A	
Installation, Test and Commissioning	Lump Sum	N/A	
Training	Lump Sum	N/A	
Licenses	Annually	N/A	
Maintenance and Technical Support	Annually	N/A	
Other (Please Specify)	N/A	N/A	

APPENDIX D – RFP PARTICULARS

A. THE DELIVERABLES

Engineering and Project Management

It is important for the Government of Bermuda to implement a solution that supports transition from the existing cash-based system to a future-forward digital solution, and mobility as a service (MaaS). The key deliverables include.

Engineering and Project Management

All resources required to develop the proposed digital fare media solution and manage the project in accordance with the contract.

Hardware

Provision of all hardware associated with the proposed digital fare media solution including, but not limited to, tickers and concession cards, POS, onboard validation for 100 buses and 10 ferries, handhelds, POS terminals or ETMs, hosting servers, Operations, Accounting & Administration terminals.

Software

Provision of all software associated with the proposed digital fare media solution including, but not limited to, POS, Mobile App, Account-based ticketing, Operations, Accounting & Administration portals.

Installation, Test and Commissioning

All resources required for installation, test and commissioning of the proposed digital fare media solution including, but not limited to, local installation of validators, ETMs, POS, servers, Operations, Accounting and Administration terminals; All associated software configuration and testing.

Training

Provision of training on associated hardware, software for Operators, Administrators and local technical support.

Licenses

Provision of licenses in accordance with delivery model for the proposed digital fare media solution.

Maintenance and Technical Support

Provision of maintenance and technical support for all aspects of the proposed digital fare media system, for the duration of the contract period.

Other (Please Specify)

Any additional categories

B. MATERIAL DISCLOSURES

N/A

C. MANDATORY SUBMISSION REQUIREMENTS

1. Submission Form (Appendix B)

Each proposal must include a Submission Form (Appendix B) completed and signed by an authorized representative of the proponent.

2. Pricing (Appendix C)

Each proposal must include pricing information that complies with the instructions contained in Pricing (Appendix C).

3. Other Mandatory Submission Requirements

Submission Form

Each quotation must include a Submission Form completed and signed by an authorized representative of the respondent.

Local Benefits

Each Proposal must include the completed Local Benefit Form (ANNEX B) - Social, Economic, and Environmental

Each proponent should provide the following in its proposal

- a) Percentage of Bermudians employed by the bidder
- b) Number of Bermudians employed by the bidder
- c) Is the bidder a Specified Business?
- d) Will the bidder use a Specified Business(es) in their supply chain?
- e) Will the bidder use a Specified Business(es) as a subcontractor(s)?

f) Does the bidder offer evidence of (i) providing mentoring, apprenticeships or training opportunities for Bermudians, or (ii) being willing to offer them?

g) Does the bidder have (i) a safety and health policy; (ii) a sustainable goods and/or services policy; and (iii) an environmental policy?

See Annex B - Local Benefits

Financial (Cost) Proposal

Each quotation must include pricing information that complies with the instructions contained in Appendix C

See also Annex C - Financial (Cost) Proposal Form

See Annex C - Financial (Cost) Proposal

Project Personnel Qualifications and References

Project Team

The Proposal shall clearly identify a Project Manager and include the names and qualifications of all personnel of the proposed team to be assigned to the contract and a chart representing the proposed organizational structure of the team. The Proposal shall demonstrate that the key personnel has the time available to work on the project. The Proposal shall include the estimated number of hours individual personnel will dedicate to the project.

See Annex D - REFERENCES

Corporate Status

A signed copy of the Certificate of Incorporation must be included for proponents that are companies/corporations.

Certificate of Declaration of Non Collusion

Each Proposal must include a signed copy of the Certificate of Confirmation of Non-Collusion form.

Requirements Traceability Matrix

Each Proposal must include a completed and signed Requirements Traceability Matrix that supports Appendix D, Section D - Mandatory Technical Requirements.

See Annex E - Requirements Traceability Matrix Form

See Annex E - Requirements Traceability matrix

Pricing Form

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.

- a) A payment schedule must be included that contains milestones and the associated payment amount. All costs for training must be included.
- b) 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).

See Annex C - Financial (Cost) Proposal Form

See Annex F - Bus Map, Schedule and Pricing

Company Profile and Solution Proposal

- 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 - 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 Traceability Matrix. 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 attachment "Requirements Traceability Matrix". 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 MPS 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 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.

f) 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.

g) Financial (Costs) Proposal – 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.

h) A payment schedule must be included that contains milestones and the associated payment amount. All costs for training must be included.

i) In accordance with the IDT standard development contract, the first milestone and associated payment amount on the schedule must be for the Statement of Work.

j) 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).

See Annex G - Ferry Map, Schedule and Pricing

Financial Checks

Prior to awarding a contract to the selected bidder(s), the contracting department will perform financial checks to confirm whether the bidder is delinquent in making payments to the Government for Social Insurance contributions, Payroll Tax or any other debt recorded by the Accountant General’s Debt Collection Section, and will perform a check with the Bermuda Registrar of Companies to confirm whether the bidder is a proper legal entity that is in good standing.

D. MANDATORY TECHNICAL REQUIREMENTS

Ticket Design and Security

- Ticketing solution must contain a robust security feature to prevent fraud
- Ticketing solution must be PCI compliant for Credit Cards encryption

Software

- Include versions for iOS and Android mobile operating system open and available in the Bermuda region.
- All system updates shall be included at no additional cost.
- The solution must provide access to an unlimited number of users and feature user access-levels with password protection to ensure system information is secure.

Web Browser Requirements

- The web site application must use an SSL Certification

Account-Based Ticketing Platform & Mobile App

- Ability to download a ticketing app to a mobile device to purchase and validate tickets.
- Off-line operation and low-cost mobile connectivity are important features.
- Ability to select from current ticketing options within the Bermuda Public Transport system

Digitization of Cash

- Ability to convert cash to a digital paper ticket or travel card at point-of-sale (POS) using an electronic ticketing machine (ETM) or POS terminal.
- Physical and mobile ticket must carry the Government of Bermuda logo and design, which shall remain the property of the Government of Bermuda.

Contactless EMV

- Ability to tap and ride using major credit/debit cards.
- Ability to purchase multiple fares onboard with a single tap would be advantageous.
- Ability to aggregate a passenger's journeys for a given day and charge the best value fare.

Onboard Validation

- Validation of digital tickets and tokens to allow for rapid boarding and fraud detection.
- Visual and electronic validation through a barcode reader or other means.
- Tickets must contain a robust security feature to prevent fraud.

Fare Media Operations Portal

- Ability for DPT management to access up-to-date information on fare media sales, redemption and revenue remittance

Revenue Remittance Methodology

- Proven, timely and secure methodology for remittance of fare media sales and reporting to the Government of Bermuda

Real-Time Passenger Information Options

- Ability to view real-time service updates for the published bus and ferry schedule

Dispatch and Planning Options

- The ability to view and analyse fleet and passenger data including, GPS fleet tracking, schedule compliance by trip, ridership data, passenger informatics, fleet telematics

Scalable, Upgradable & Open System

- Ability to scale the system to support periods of high demand and growth.
- Ability to upgrade for system improvements and additional features.
- Ability to support third party API's and mobility as a service (MaaS)

Support

Product and service support for the duration of the contract period.

E. PRE-CONDITIONS OF AWARD

N/A

F. RATED CRITERIA

The following sets out the categories, weightings and descriptions of the rated criteria of the RFP. Proponents who do not meet a minimum threshold score for a category will not proceed to the next stage of the evaluation process.

#	Category	Weighting (%)	Threshold
1	Pricing	30	N/A
2	Qualification, Related Experience, Organization and Staffing	20	N/A
3	Scalability & Integration	10	N/A
4	References	10	N/A
5	Social, Economic and Environmental	30	N/A
Total Points		100	

1. Pricing

See Appendix C - Pricing

2. Qualification, Related Experience, Organization and Staffing

Each proponent should provide the following in its proposal:

1. a brief description of the proponent;
2. a description of its knowledge, skills, and experience relevant to the Deliverables; and
3. The roles and responsibilities of the proponent and any of its agents, employees, and subcontractors who will be involved in providing the Deliverables, together with the identity of those who will be performing those roles and their relevant respective expertise.

The following questions will be considered when each proposal is evaluated: -

- Does the project team understand the Government's needs?
- Does the bidder clearly demonstrate the ability to meet the Government's requirements?
- Does the proponent have the support capability required?
- Can the proponent lead, facilitate, and coordinate project planning and execution?
- Do the persons who will be working on the project have the necessary skills?
- Has the bidder performed well on previous Government Projects?
- Is the bidder able to complete the work within the required timeframe?
- Are sufficient people with the requisite skills assigned to the project?
- Does the bidder offer evidence that they have sufficient, suitably experienced resources available to complete the work?
- Does the bidder have a good track record of ensuring the health, safety, and welfare at work for all their employees?
- Were the bidder's referees positive about their experience of working with the contractor/vendor/supplier, and would they use the bidder again?

3. Scalability & Integration

A solution that has the capability for scaling and integration with other systems to provide additional features such as real-time passenger information, computer-aided dispatch, operational data analysis and reporting and Mobility as a Service (MAAS).

4. References

Relevant Projects and References

Each proponent is requested to provide three (3) references from clients who have obtained goods or services similar to those requested in this RFP from the proponent in the last three (3) years.

The following questions will be considered when each proposal is evaluated: -

- Does the proponent have a previous relevant and positive experience in planning and completing projects of this type and scope?
- Does the proponent have prior experience in working with public sector organizations?

See Annex E - References

5. Social, Economic and Environmental

The local benefit considerations will be given to each of the following factors when proposals are evaluated:

- Number of Bermudians employed by the bidder;
- If the bidder is a specified business as defined in Annex C - Local Benefits?;
- Engagement of Bermudian employee (%) during the project;
- Use of specified businesses in the proponent's supply chain;
- Use of specified business as subcontractors (if applicable);
- Safety and health record of the proponent for the three immediately preceding years of reporting
- Environmental considerations and policy (each proponent to provide a copy)

APPENDIX E – CERTIFICATE OF CONFIRMATION OF NON-COLLUSION

Notes for the proponents

The essence of Open Tendering is that the Government of Bermuda shall receive bona fide competitive proposals from suitably qualified persons or entities. In recognition of this principle, each person or entity that submits a proposal will be required, by way of the signature of a duly authorized representative of the company, to confirm that the proposal has been submitted without any form of collusion.

All proponents must complete and sign a Certificate of Confirmation of Non-Collusion. Any proposals 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 procurement process, then the proponent 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 proponent and/or any party involved in the matter.

Any proponent that submits false information in response to this Request for Proposals (RFP), and any other person or entity involved in collusion, may be excluded from competing for future contracts tendered by the Government of Bermuda.

Confirmation of non-collusion

I/We certify that this is a bona fide proposal, intended to be competitive and that I/We have not fixed or adjusted the amount of the proposal 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 information, other than that contained within the RFP pack, or supplementary information provided to all proponents.

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 Contact the amount or approximate amount of my/our proposed proposal (other than in confidence in order to obtain quotations necessary for the preparation of the proposal for insurance);
- (b) entering into any agreement or arrangement with any other person that he shall refrain from competing or as to the amount of any proposal 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 procurement.

Signed

(1) _____ Title _____ Date _____

(2) _____ Title _____ Date _____

for and on behalf of _____