



Government of Bermuda

Ministry of Health

Headquarters

Addenda

For

National Digital Health Architecture Consulting Services

Procurement No.: **NDH-1**

Issued: **Monday December 11, 2023**

Submission Deadline: **Friday December 29, 2023 11:59:00 PM Bermuda Local Time**

Addenda No. 1

The following addendum supersedes information contained in the solicitation document issued for this procurement to the extent referenced. This Addendum forms part of the solicitation documents and will be subject to all of the conditions set out in the contract conditions.

Questions and Responses to Questions

No.	Section/Reference	Question (Answers below each question, in red)
1	N/A	<p>Consultancy services for Digital Health Project generally take a minimum duration of 5-6 months. Considering our experience in similar assignments following are generally the stages / milestones:</p> <ol style="list-style-type: none">1. Inception and Stakeholder mapping2. As-Is Assessment3. Proposed To-Be National Digital Health Strategy4. Implementation Strategy and Roadmap5. Cost Estimates for Implementation <p>Please confirm if the expectations from your side are aligned to the above?</p> <p>We have already completed steps 1 to 3 last year and would get the vendor up to speed. We are looking for assistance on points 4 and 5 only, which we expect to be completed within 2 months of the start of the project.</p>
2	1.4.1 Key Dates and Procurement Notice Section 6 - Important Dates	<p>May we request for a one (1) week extension be considered bringing the new due date to January 5th, 2024, considering the year end, enabling us to submit a quality proposal in line with the scope and expectations outlined in the RFP</p> <p>At this time, we cannot offer an extension. We will let you know if this changes.</p>
3	7 Available Resources - Provide information on resources available to your	<p>Can you clarify what specific information you require?</p> <p>This is standard boilerplate text for Government of Bermuda</p>

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	<p>firm which indicates that you have access to</p> <p>the services necessary to perform the work.</p>	<p>RFPs. In this particular case the only resources required are consultants with a digital health background, which is covered in 6. Key project staff. I would speak to the availability of those key project staff for the duration of the project.</p>
4	N/A - past consultancy engagements	<p>We understand that a Country Assessment of the Current State of Digital Health in Bermuda took place late 2022 and early 2023. Are you able to provide an update on this and how this work may play a role in this assignment?</p> <p>The takeaways from the country assessment were incorporated in the National Digital Health Strategy paper. See below.</p> <p>Are you able to provide us with an update on the existing Digital Health Strategy if any?</p> <p>The link to the digital health strategy published on December 8 2023 was provided in the RFP document. I have just checked and it doesn't look like the link in the document is active- apologies for missing that! Here is the link to the strategy: https://www.healthstrategy.bm/_files/ugd/97a5d8_9cdf8bb1591e43119efec55256eb6169.pdf</p>
5	N/A - Digital Healthcare Strategy	<p>Are you able to share with us where the Ministry of Health is on their digital health journey? We are fully aware of the BHB's implementation of their new electronic health records.</p> <p>The health strategy available publically here states that the Ministry is looking to establish a system-wide vision and integrated digital healthcare strategy. Has this been completed and is this publicly available?</p> <ul style="list-style-type: none"> - Are there other digital healthcare solutions considered and implemented? - Are there new digital health channels to access care that we should be made aware of? <p>At the same website, under latest updates, there is the copy of the national digital health strategy paper, which summarizes where Bermuda is on their digital health journey. Please see answer to question 4 for a direct link to the National Digital Health Strategy paper.</p>

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6	Appendix D - RFP Particulars A. The Deliverables	<p>Can you confirm if this will include the infrastructure and IT applications? I.e. will this work include other areas such as system assessments, solutions design, business process discovery, gap analysis, network and security aspects?</p> <p>This piece of work should focus on identifying infrastructure and IT applications requirements, including network and security, and estimating how much it will cost to implement these. If this requires assessments, gap analysis please explain this in your proposal approach.</p> <p>Will this include vendor selection? No, but it will inform the vendor selection process at a later stage.</p> <p>Could you please share the details of all IT initiatives undertaken / ongoing in the country with respect to Digital Health i.e. IT Applications, Network, IT Infrastructure (Cloud / Data Center, etc.) Please refer to the National Digital Health Strategy for an overview of this.</p>
7	Appendix D - RFP Particulars A. The Deliverables	<p>Reference is made to the “National Digital Health Committee”. Will this be a working group that will support this engagement?</p> <p>Yes. This group was formed in October 2023 and is tasked with implementing the National Digital Health Strategy. They will approve decisions required from the vendor and inform the approach.</p> <p>Who will our main contacts be during this engagement? Keltie Jamieson, the chair of the National Digital Health Committee, and Laure Marshall, the project manager for the National Digital Health project (also a member of the National Digital Health Committee)</p> <p>Is there an internal team already set up and if so what does this structure look like? There is the National Digital Health Committee, which is a group of volunteers tasked with implementing the National Digital Health Strategy. They sit under the Universal Health Coverage [UHC] Programme, and report to the UHC Steering Committee on a quarterly basis. There is a project management office [PMO] for the UHC programme that provides resources towards implementing all projects under its umbrella. Laure Marshall sits in the PMO and is the manager</p>

No.	Section/Reference	Question (Answers below each question, in red)
		dedicated to the National Digital Health project.
8	Appendix D - RFP Particulars C. Mandatory Submission Requirements 5.5. Primary Account Representative's	Can you confirm if this refers to the main points of contact for engagement delivery from the bidder? If not, please clarify. Yes, this refers to all members of the vendor's project team that would be doing the engagement. Can you clarify what this means? "Provide an average number of accounts of the representative to be assigned to the account." Please ignore this. It is not relevant in this case.
9	Appendix D - RFP Particulars F. Pricing	Refers to Appendix C - Pricing which was not included. However, Annex B was included as the Pricing Form. Please confirm if Annex B is what should be used in the proposal. Yes, we meant Annex B, not Appendix C. Please use the pricing form in Annex B to complete the Pricing section.
10	NA	What is the expected budget for the project No more than \$250,000
11	Payment Terms	In line with the proposed stages / milestones in similar engagements, following may be included as Payment terms during this engagement: <ul style="list-style-type: none"> ■ D1: Inception Report - 10% ■ D2: As-Is Assessment Report - 25% ■ D3: To-Be Report - 25% ■ D4: Implementation Plan - 25% ■ D5: Cost Estimates for Implementation - 15% Kindly confirm if our assumption is correct. Please only include D4 and D5.
12	Appendix D - RFP Particulars C. Mandatory Submission	We note that there is a twenty (20) page limit. Can you confirm if the following is included or excluded from the page limit: All of the below are not included in the page limit restriction.

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	Requirements 5 - Other mandatory submission requirements	<ul style="list-style-type: none"> ● Local Benefit Form - Social, Economic, and Environmental (including safety and health policy, environmental policy, sustainable goods and services policy, etc.) ● Proof of insurance ● Financial checks ● Statutory forms (submission form, certificate of incumbency, etc.)
13	N/A	<p>Are you able to provide any insights into the following:</p> <ul style="list-style-type: none"> - what the existing technology landscape looks like within the national healthcare space (excluding that at BHB) - any platform/vendor preferences or choices already made - areas of particular focus (population health management, integrated care, care coordination etc). <p>Please read the National Digital Health Strategy for answers to the above.</p>