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**Ministry of Economic Development and Tourism**

**Department of Communications**

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| **Request for Proposals****For****Government Mobile Application for News and Alert Notifications** |

Request for Proposals No.: **MA/DC/S/2018-001**

Issued: **Wednesday, June 20, 2018**

Submission Deadline: **Wednesday, July 04, 2018 03:00:00 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 **Government Mobile Application for Alert Notifications,** as further described in Section A of the RFP Particulars (Appendix D) (the “Deliverables”).

In the 2018 Speech From the Throne, the Government announced it would launch a mobile application that would better inform the public about current government alerts, news and events. URL to throne speech: [“2018 Throne speech, page 17, para 1”](https://www.gov.bm/sites/default/files/Throne-Speech-TS_2017_Web%20Version.pdf)

The Bermuda Department of Communications (DC) is seeking to implement an application that will increase the ability of the Government to; quickly inform the public about important news, and urgent notifications in real-time using a user-friendly mobile application.

The app will allow notifications to be pushed to users’ devices based on certain notification categories the user can turn on and off from within the app. This should include school notifications, disruption of governmental services, emergency weather notifications, bus service updates, public discussion forums, etc. All notifications will be posted on a central system and pushed to users’ devices immediately after them are posted.

The objectives of the mobile app are to:

* Implement a user-friendly mobile notifications app;
* Improve government communications;
* Increase the public’s ability to receive information in real-time;
* Enable centralized management of communications;
* Use technology to raise the public’s awareness of important, time sensitive information;
* Enable the Department of Communications to be more efficient in sending notifications to the public;
* Be compatible with Android and Apple IOS;
* Interface with the Government portal/website;
* Provide an opportunity for users to add events to the calendar on their mobile device;
* Ensure a student in involved with the application development; and
* Increase the public’s access to important government information in a timely manner.

There are approximately 65,000 people and 33,000 occupied dwelling units in Bermuda. In the first year DC anticipates that around 4,000 people will download and use the app and use it on a daily basis.

It is anticipated that the app will attract an increased number of users; as a result, it must be able to accept 2,000 to 4,000 concurrent users within the first year of release with the ability to sustain larger users in following years.

## 1.2 RFP Contact

For the purposes of this procurement process, the “RFP Contact” will be: David Wellman, Assistant Director for Portal Management at Email: dwellman@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 David Wellman, Assistant Director, Portal Management at Email: dwellman@gov.bm 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.

## 1.3 Type of Contract for Deliverables

The selected proponent will be required to enter into an agreement with the Government for the provision of the Deliverables in the draft form. The draft Form of Agreement, which is not the final agreement and may be subject to change prior to final execution, is attached as Annex A to this RFP and is referred to throughout this RFP as the (“Agreement”).

It is the Government’s intention to enter into the Agreement with only one (1) legal entity. The term of the Agreement is to be for a period of one (1) 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 three (3) 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.

## 1.4 RFP Timetable

|  |  |
| --- | --- |
| Issue Date of RFP | Wednesday, June 20, 2018  |
| No Pre-Bid / Site Meeting  | N/A |
| Deadline for Questions | Monday, June 25, 2018, 4:00 PM. |
| Deadline for Issuing Addenda | Tuesday, June 26, 2018, 4:00 PM |
| Submission Deadline | Wednesday, July 04, 2018, 10:00 AM |
| Irrevocability Period | 90 calendar days |
| Anticipated Execution of Agreement | Friday, July 20, 2018  |

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 mean all days that the Government is open for business.

## 1.5 Submission of Proposals

### 1.5.1 Proposals to be Submitted at Prescribed Location

Proposals must be submitted to: Attn: David Wellman, at the Department of Communications, Global House, 43 Church Street Hamilton HM12, Bermuda, or

Electronical submissions can be sent via email to: dwellman@gov.bm

### 1.5.2 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 Submission Deadline will be rejected. Onus and responsibility rest solely with the proponent to deliver its proposal to the exact location (including floor, if applicable) indicated in the RFP on or before the Submission Deadline. The Government does not accept any responsibility for submissions delivered to any other location by the proponent or its delivery agents. Proponents are advised to make submissions well before the deadline. Proponents making submissions near the deadline do so at their own risk.

### 1.5.3 Proposals to be Submitted in Prescribed Format

Proponents shall submit at minimum three (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 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 Wednesday, July 04, 2018, 10:00 AM. The full legal name and return address of the proponent should be marked on the package as well.

### 1.5.4 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.

### 1.5.5 Withdrawal of Proposals

Proponents may withdraw their proposals prior to the Submission Deadline. To withdraw a proposal, a notice of withdrawal must be sent to the RFP Contact prior to the Submission Deadline and must be signed by an authorized representative of the proponent. The Government is under no obligation to return withdrawn proposals.

### 1.5.6 Proposals Irrevocable after Submission Deadline

Proposals shall be irrevocable for a period of **ninety (90) calendar day**s running from the moment that the Submission Deadline passes.

[End of Part 1]PART 2 – EVALUATION AND AWARD

## 2.1 Stages of Evaluation

The Government will conduct the evaluation of proposals 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. Proposals that do not comply with all of the mandatory submission requirements as of the Submission Deadline will, subject to the express and implied rights of the Government, be rejected. The mandatory submission requirements are listed in Section C of the RFP Particulars (Appendix D).

### 2.2.1 No Amendment to Forms

Other than inserting the information requested on the mandatory submission forms set out in the RFP, a proponent may not make any changes to any of the forms. Any proposal containing any such changes, whether on the face of the form or elsewhere in the proposal, may be disqualified.

## 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. Proposals that do not comply with all of the mandatory technical requirements will, subject to the express and implied rights of the Government, be disqualified and not evaluated further.

### 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 Selection of Top-Ranked Proponent

After the completion of Stage III, all scores from Stage II and Stage III will be added together and proponents will be ranked based on their total scores. Subject to the reserved rights of the Government, the top-ranked proponent will be selected to enter into the Agreement in accordance with the following section. In the event of a tie, the selected proponent will be the proponent selected by way of lowest price.

## 2.6 Notice to Proponent and Execution of Agreement

Notice of selection by the Government to the selected proponent shall be given in writing. The selected proponent shall execute the Agreement, an example of which is attached in the form as set out in Appendix A to this RFP and satisfy any other applicable conditions of this RFP, including the pre-conditions of award listed in Section E of the RFP Particulars (Appendix D), within fifteen (15) days of notice of selection. This provision is solely for the benefit of the Government and may be waived by the Government.

## 2.7 Failure to Enter into Agreement

In addition to all of the Government’s other remedies, if a selected proponent fails to execute the Agreement or satisfy any applicable conditions within fifteen (15) days of notice of selection, the Government may, without incurring any liability, withdraw the selection of that proponent and proceed with the selection of another 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 and 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 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 shall promptly examine all of the documents comprising this RFP, and

1. shall report any errors, omissions or ambiguities; and
2. may direct questions or seek additional information

in writing by email to the RFP Contact on or before the Deadline for Questions. All questions or comments submitted by proponents by email to the RFP Contact shall be deemed to be received once the email has entered into the RFP Contact’s email inbox. 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 shall not be 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 shall not be 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 should 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 and Clarify

When evaluating proposals, the Government may request further information from the proponent or third parties in order to verify or clarify the information provided in the proponent’s proposal. The information may include, without limitation, clarification with respect to whether a response meets the mandatory technical requirements set out in Section D of the RFP Particulars (Appendix D). The response received by the Government shall, if accepted by the Government, form an integral part of the proponent’s proposal.

## 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 proponentwishes 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:

1. 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
2. in relation to the performance of its contractual obligations contemplated 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 a notice of selection 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, the 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:

1. illegal or unethical conduct as described above;
2. the refusal of the supplier to honour its submitted pricing or other commitments; or
3. 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

1. is the sole property of the Government and must be treated as confidential;
2. is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract for the Deliverables;
3. must not be disclosed without prior written authorization from the Government; and
4. 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 Reserved Rights and Limitation of Liability

### 3.6.1 Reserved Rights of the Government

The Government reserves the right to

1. make public the names of any or all proponents;
2. make changes, including substantial changes, to this RFP provided that those changes are issued by way of addendum in the manner set out in this RFP;
3. request written clarification or the submission of supplementary written information in relation to the clarification request from any proponent and incorporate a proponent’s response to that request for clarification into the proponent’s proposal;
4. assess a proponent’s proposal on the basis of: (i) a financial analysis determining the actual cost of the proposal when considering factors including quality, service, price and transition costs arising from the replacement of existing goods, services, practices, methodologies and infrastructure (howsoever originally established); and (ii) in addition to any other evaluation criteria or considerations set out in this RFP, consider any other relevant information that arises during this RFP process;
5. waive formalities and accept proposals that substantially comply with the requirements of this RFP;
6. verify with any proponent or with a third party any information set out in a proposal;
7. check references other than those provided by any proponent;
8. disqualify a proponent, rescind a notice of selection or terminate a contract subsequently entered into if the proponent has engaged in any conduct that breaches the process rules or otherwise compromises or may be seen to compromise the competitive process;
9. select a proponent other than the proponent whose proposal reflects the lowest cost to the Government;
10. cancel this RFP process at any stage;
11. cancel this RFP process at any stage and issue a new RFP for the same or similar deliverables;
12. accept any proposal in whole or in part; or
13. reject any or all proposals;

and these reserved rights are in addition to any other express rights or any other rights that may be implied in the circumstances.

### 3.6.2 Limitation of Liability

By submitting a proposal, each proponent agrees that

1. neither the Government nor any of its employees, officers, agents, elected or appointed officials, advisors or representatives will be liable, under any circumstances, for any claim arising out of this proposal process including but not limited to costs of preparation of the proposal, loss of profits, loss of opportunity or for any other claim; and
2. the proponent waives any claim for any compensation of any kind whatsoever, including claims for costs of preparation of the proposal, loss of profit or loss of opportunity by reason of the Government’s decision to not accept the proposal submitted by the proponent, to enter into an agreement with any other proponent or to cancel this proposal process, and the proponent shall be deemed to have agreed to waive such right or claim.

## 3.7 Governing Law and Interpretation

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

1. are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision);
2. are non-exhaustive and shall not be construed as intending to limit the pre-existing rights of the Government; and
3. 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

See Annex A - Draft Form of Agreement

# 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 Payroll Tax 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. Offer

The proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required under the RFP. By submitting a proposal, the proponent agrees and consents to the terms, conditions and provisions of the RFP, including the Form of Agreement, and offers to provide the Deliverables in accordance therewith at the rates set out in its proposal.

3. Rates

The proponent has submitted its rates in accordance with the instructions in the RFP and in Pricing (Appendix C) in particular. The proponent confirms that it has factored all of the provisions of Appendix A, including insurance and indemnity requirements, into its pricing assumptions and calculations.

4. 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.

5. No Prohibited Conduct

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

6. 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:

|  |
| --- |
|  |
|  |
|  |

7. Proposal Irrevocable

The proponent agrees that its proposal shall be irrevocable for a period of 90 days following the Submission Deadline.

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.

9. Execution of Agreement

The proponent agrees that in the event its proposal is selected by the Government, in whole or in part, it will finalize and execute the final version of Agreement, a draft of which is set out in Appendix A to this RFP in accordance with the terms of this RFP.

|  |  |  |
| --- | --- | --- |
|  |  |  |
| 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

1. 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.
2. Pricing must be provided in Bermuda funds, inclusive of all applicable duties and taxes, which should be itemized separately.
3. 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.

Unless stated otherwise in the RFP documents, the Agreement shall be for the whole works as detailed in these documents and based on the completed pricing information, as submitted by the proponent.

The proponent shall fill in separate prices for all items of works described in the Price Breakdown. Items against which no price is entered by the Proponent will not be paid for by the Government when executed and shall be deemed covered by the other lump sum prices in the Price Breakdown.

Pricing will be scored based on a relative pricing formula using the rates set out in the pricing form. Each proponent will receive a percentage 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:

Lowest Price divide by Proponent's Price times weighting = Proponent's pricing points.

In addition to any rights to verify, clarify and supplement,

1. 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.
2. Arithmetical errors will be rectified on the following basis:
	1. 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;
	2. Where there is a discrepancy between the amounts in figures and in words, the amounts in words will govern; and
	3. 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

Costs should be grouped into categories that, at a minimum, correspond to the stages or activities defined in the Proponent’s description of the methodology they propose to use if awarded a contract through this Request for Proposals.

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).

Proponents must complete the Pricing Form located in Annex B of this document. Pricing presented in a format different from the Pricing Form will not be accepted.

Two types of costs should be addressed: Cost of Acquisition and Annual Cost of Ownership.

1. **Cost of Acquisition** *-* This refers to the total cost to develop and bring the new system online as well as provide the appropriate documentation required (see Requirements). The cost estimate should include, but may not be limited to, a breakdown of software, analysis/design and programming, training, project management and any other costs (expenses).

A payment schedule must be included that contains milestones and the associated payment amount. The Proponent is asked to specify hardware requirements and any specialized hardware that may be required by the proposed solution. The hardware cost must be quoted and should be included in the Cost of Acquisition.

1. **Annual Cost of Ownership -** This should identify the annual recurring costs to operate the system. It should include, but may not be limited to a breakdown of software license fees and support contracts.

Proponents should supply all costs or fees, with sufficient narrative description to clearly identify the item or activity. The cost proposal must differentiate between one-time costs (such as for development) and ongoing costs (such as operations).

All Proponent staff activities must also provide an estimate of the number of staff hours required to complete the activity at the proposed cost level. Cost details must correspond to the Proponent’s description of the proposed methodology to be used for their proposal.

Costs should include development, installation, operation and all other expenses pertaining to the system. Even if Proponents intend to submit a proposal for single flat cost, they must estimate the number of hours required to complete the appropriate Phase and calculate an hourly rate.

All costs for training must be included. See Annex B - Pricing Form

# APPENDIX D – RFP PARTICULARS

## A. THE DELIVERABLES

**Government Mobile Application for News and Alert Notifications**

The Bermuda Department of Communications (DC) is seeking to implement an application that will increase the ability of the Government to; quickly inform the public about important news, and urgent notifications in real-time using a user-friendly mobile application.

The app will allow notifications to be pushed to users’ devices based on certain notification categories the user can turn on and off from within the app. This should include school notifications, disruption of governmental services, emergency weather notifications, bus service updates, public discussion forums, etc. All notifications will be posted on a central system and pushed to users devices immediately after them are posted.

The objectives of the mobile app are to:

* Implement a user-friendly mobile notifications app
* Improve government communications
* Increase the public’s ability to receive information in real-time
* Enable centralized management of communications
* Use technology to raise the public’s awareness of important, time sensitive information
* Enable the Department of Communications to be more efficient in sending notifications to the public
* Be compatible with Android and Apple IOS
* Interface with the Government portal/website
* Provide an opportunity for users to add events to the calendar on their mobile device
* A student to be involved with the application development
* Increase the public’s access to important government information in a timely manner.

There are approximately 65,000 people and 33,000 occupied dwelling units in Bermuda. In the first year DC anticipates that around 4,000 people will download and use the app and use it on a daily bases.

It is anticipated that the app will attract an increased number of users; as a result, it must be able to accept 2,000 to 4,000 concurrent users within the first year of release with the ability to sustain larger users in following years.

Anticipated Go live date: August 31, 2018.

**1.1 Functionality**

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

**1.2 Users & Roles**

There are two types of users of the app. These are Internal and External users.

* Internal Users – app administrators (2 levels, i.e. Super Administrator and Administrative Clerk). Both Administrator levels will be granted a defined role in the app back-end management 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]).
* External Users – Any users that have downloaded the App, no password or authentication required for using the app.

**1.3 User Dashboard**

The application will provide a user dashboard that will display a status for the app usage: number of downloads, usage statistics, etc.

**1.4 Help Functionality**

This feature will provide app users with basic help functions related to the app.

**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.

**1.5 System Requirements**

The app must be available for download from the Apple and Google Play stores. It must be accessible from the internet via either a cellular network or WIFI.

**Mobile Client**

* 1. Apple IOS 7.0 to latest
	2. Android IOS version 4.0 to latest

**Network Environment**

1. Cellular network or WIFI

**1.6 Operational Requirements**

**1.6.1 Backups**

The platform housing the data must be backed up and readily restored if needed.

**1.6.2 Integration Points**

The app must integrate with the portal, allowing information posted on the portal and instantly sent to the app. Categories will be used to define the information displayed to the app users.

**1.6.3 Performance Requirements**

The application must be scalable and must be able to accept up to 8,000 concurrent users.

**1.7 Proposed High Level Process for Posting to App**

The below diagram is a proposed high level of process of how information is posted and sent to the app.

Portal and App information flow



**Portal and App information flow**

**1.8 Interaction Between Portal and App**

The portal interacts with the app by polling the portal for new information to post within the app using API’s.

## B. MATERIAL DISCLOSURES

The successful Proponent shall be responsible for all permits, licences, or certificates necessary for the performance of the requirements and deliverables.

The successful Proponent shall adhere to all applicable Bermuda laws.

The anticipated Go Live date is August 31, 2018.

## 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

**3.1 Certificate of Confirmation of Non-Collusion**

Each Proposal must include a signed copy of the Certificate of Confirmation of Non-Collusion form (Appendix E)

**3.2 Statement of Requirements**

Each proposal must include a completed Statement of Requirements Form

See Annex C - Statement of Requirements

**3.3 Project Personnel Project and References**

Each proposal must include details on the Project Personnel Qualifications, Related Projects and three (3) references.

See Annex D - Project Personnel, Projects and References

**3.4 Proponent Proposal Content**

3.4.1 Table of Contents

Each proposal shall be submitted with a table of contents that clearly identifies and denotes the location of each section of the proposal. Additionally, the table of contents should clearly identify and denote the location of all enclosures and attachments to the proposal.

3.4.2 Executive Summary

The executive summary must be limited to no more than two (2) pages and must provide a concise summary of the services being proposed to meet the requirements of this solicitation, the proponent's approach to providing the services, and documentation as to why the Proponent is best qualified to perform this engagement.

3.4.3 Project Plan and Methodology

As part of the proposal, Proponents must describe the project methodology they will use for the system design and project management. This section of the proposal should establish the appropriateness and value of the proposed methodology in relation to this Request For Proposals. Proponent should identify other projects in which they have used this methodology and provide examples of completed designs in which they have used this methodology.

These examples may be used as benchmarks for performance standards for deliverables in this project. Proponent should identify the potential risks and problems which, in their experience, occur on projects of this type. In addition, the proponent should identify steps that can be taken by the Proponent 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.

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.

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.

3.4.4 Timeline

Proponent must submit a development and implementation plan, to include plans for development by major module and discuss options for implementation / deployment. The plan should also include an estimate of resource time from the proponent and an estimate of time required by the Government of Bermuda resources.

Proponent must provide a detailed proposed approach, including all key assumptions, for performing the tasks and developing the deliverables contained in their proposal. Proponent must include as part of its approach a detailed Gantt Chart developed in Microsoft Project or a comparable product, 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;

3. Proponent’s staff assigned to each task and estimated work hours and total task duration;

4. Staff commitments required for each task along with estimated work hours and total task duration for the Government of Bermuda staff; and

5. Milestones and deliverables.

The proponent must also describe its project management approach for managing the project on a daily basis. In addition to monitoring project tasks, schedules, resources, and budget, the awarded proponent must manage project risks, issues, communications, quality, and organizational change.

As part of the project reporting process, the awarded proponent must provide weekly written status reports that indicate, among other things, the percent of completion for each deliverable. On a monthly basis, the awarded proponent shall conduct briefings with designated Government of Bermuda staff.

3.4.5 Design Based on Requirements

Proponent should supply a description of the proposed solution that will meet the requirements set out in Deliverables and the "Statement of Requirements”. 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.

A schematic and/or screen shots may prove useful with fulfilling this requirement. A demonstration of the proposed solution or prototype is optional, but cannot replace the written submission.

The proponent 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.

**Proposal Exceptions**: Exceptions that a proponent may have to any of the requirements found in this RFP must be fully explained and outlined in the proponent’s submitted response in a separate section under the heading "Proposal Exceptions".

**Assumptions**: Each proponent should list any assumptions made in formulating their response in a separate section under the heading "Assumptions".

**Local Benefit**

Each Proposal must include the completed Local Benefit Form.

See Annex E - Local Benefit

## D. MANDATORY TECHNICAL REQUIREMENTS

**Functional and Technical Requirements**

1.1 Interfaces

The proposed solution should, at a minimum, provide for interfaces with the following entities:

Government Portal – This web site is used to post all information that the app will use to publish to users.

The government of Bermuda’s web site runs on Drupal version 7, open source.

1.2 Data Exchange Method

The Proponent must describe the strategy including tools and languages used for information exchange with the system listed. All types of exchange methods should be described including pushing and pulling information as well as real-time read access with examples of each defined.

1.3 Security

Proponents must describe the system security strategy. As part of the strategy, Proponents should provide proposed “system use” policies that can be reviewed and incorporated as part of business rules related to data and information security.

1.3.1 Application Security Requirements

The Proponent must provide a complete description of the application security that will protect the system. This description should include hardware and software (firewalls).

The Proponent must also fully describe how the system would handle information that are expunged or archived.

1.3.2 General Security Controls

Describe how the system will protect data and functions from unauthorized access and use at all times.

Describe how the system will secure data from unauthorized disclosure at all times.

Describe secure coding standards used for development.

Describe what methods will be used to ensure that potential security risks are identified and appropriately addressed during the systems development lifecycle.

Describe how the system will protect the integrity of information and functionality.

1.4 Provide a data flow diagram including the following elements

Include all data flows.

Any flow control mechanisms such as permissions or firewalls should be shown.

There should be no data sinks. (Data sources and destinations should be shown.)

1.5 Proposed Performance

The Proponent must indicate the average “user” response time. The user response time refers only to server and network response time (i.e., sending information to the app) – not to the functional time required to process the information received from the portal.

1.6 User and System Administration Training

In order for the staff of the Government of Bermuda to be effective in working with the Awarded

Proponent, they may require education or training in the project methodology concepts. The Awarded Proponent must provide the training it considers necessary for the project team to be effective.

The Proponents must propose an approach for providing the necessary education and training, or describe why their approach will not require such training.

The proposed training approach should address, but not be limited to:

1. Course descriptions (i.e., learning objectives, content, and duration) of training to be provided,

2. Estimated number of individuals to attend each course,

3. Where and how the training will be delivered,

4. Who will deliver the training (e.g., government personnel via the train-the-trainer approach and/or the Awarded Proponent),

5. A methodology for assessing or determining whether a person is qualified and competent;

Ensuring a specified percent of the Department of Communication’s identified users are qualified and competent; and

6. Any other information the Proponent deems necessary to describe its proposed approach adequately.

The cost of training facilities and training personnel costs must be included in the Proponent’s proposal.

1.7 User and System Administration Documentation

If required, the Proponent shall provide instructor led end-user and administration training. The Proponent shall provide training materials and instructors. The Proponent shall provide administration documentation.

1.8 User Support

If the proposal submitted is for licensed software, Proponents must address telephone or email help desk support in their proposals. Coverage shall be for Monday – SundayFriday, 9 A.M. – 512:00 9A.M. Atlantic Standard Time. Help desk response times with options should be described.

1.9 Ongoing System Maintenance

Proposals must address application maintenance, to include minor product enhancements as well as subsequent major product upgrades.

1.10 Data Mapping Approach

Proponents must address plans and approach for mapping data in the design component of the proposal, as necessary, and include rates for this activity in the pricing component of the response.

## E. PRE-CONDITIONS OF AWARD

**Proof of Insurance**

The successful proponent shall furnish the Government with certificates showing the type, amount, class of operations covered, effective dates, and date of expiration of policies as may be expected. Such certificates shall also contain substantially the following statement: The insurance covered by this certificate will not be cancelled or materially altered, except after thirty (30) days written notice has been received by the Government. (Endorsements to the Policy that name the Government as an Additional insured and establishment of cancellation notice are required).

**Financial (Local) Checks**

Prior to awarding a contract to the selected Proponent, 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.

## 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.

Prior to making a final selection, the Government will determine whether to conduct oral presentations. The decision will be based on the quality and quantity of responses received.  If it is determined that oral presentations are needed they will be conducted at no expense to the Government.  Oral presentation may be by phone or in person.  In-person presentations will take place as directed by the Government on a yet to be determined date at no expense to the Government.

As part of the selection process, the Government reserves the right to interview, either in person or via phone, all shortlisted proponents for on-site staff that are proposed to perform the work defined within this RFP. The Government may also request a change to proponent staffing after a proponent has been selected if upon on-site efforts the Government deems the relationship to not be acceptable. Replacement staff will be subject to additional interviewing and approval by the Government at no additional cost to the government.

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Category** | **Weighting (%)** | **Threshold** |
| 1 | Pricing | **30** | N/A |
| 2 | Experience and Qualifications | **20** | N/A |
| 3 | Project Plan And Methodology | **20** | N/A |
| 4 | Security Administration | **15** | N/A |
| 5 | Implementation, Support and Training | **10** | N/A |
| 6 | Local Benefit | **5** | N/A |
| **Total Points** | **100** |  |

**1. Pricing**

See Appendix C - Pricing

**2. Experience and Qualifications**

Proposals shall be evaluated on the following

Each proponent should provide the following in its proposal:

* A brief description of the proponent;
* A description of its knowledge, skills and experience relevant to the Deliverables; and
* The roles and responsibilities of the proponent and any of its agents, employees and sub-contractors 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 and criteria will be considered when each proposal is evaluated:

* Availability of competent and qualified personnel and other resources to perform the Services?
* Qualifications and past performance of assigned staff for similar assignments?
* Are sufficient people with the requisite skills assigned to the project?
* The proponent's Corporate Background and performance on similar projects;
* Does the project team understand the Government’s needs?
* 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?
* Proposed quality management plan for the project;
* Business integrity management system;

**3. Project Plan and Methodology**

Consideration of the following questions and requirements will be given to each proponent’s work plan and approach (methodology).

Does the proposal show an understanding of the project objective and results that are desired for the project?

The **proposed work plan** should be consistent with the technical approach and methodology, showing that the proponent has a clear understanding of the scope of work and ability to translate it into a feasible working plan. A list of the final documents, including technical reports, drawings, and tables to be delivered as final output, should be included in each proponent’s response.

* The **work plan and timetable** should be consistent with the work schedule.
* The main activities of the assignment, their content and duration;
* Phasing and interrelations of the main activities; and
* Milestones including interim approvals by the Client and dates for the delivery of the documentation.
* **Proposal Exceptions:** Exceptions that a proponent may have to any of the requirements found in this RFP must be fully explained and outlined in the proponent’s submitted response in a separate section under the heading "Proposal Exceptions".
* **Assumptions:** Each proponent should list any assumptions made in formulating their response in a separate section under the heading "Assumptions".

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

* Are the work hours presented reasonable for the effort required to execute each deliverable or phase?
* Do the proposed cost and work hours compare favourably with the Government’s estimate of the time and cost involved?

**4. Security administration**

Proponent has described the in detail the depth and breadth of application security methodology (rights and privileges).

**5. Implementation, Support and Training**

Proponent has describes or provided:

* Implementation process and procedures.
* Roles and Responsibilities during the implementation and maintenance processes.
* A sample of the structured project implementation plan utilized.
* Technical support organization and structure.
* How support issues are logged and managed.
* Process on how the problem escalation procedure is managed.
* How software changes or enhancement are incorporated into an release.
* The software license cost or upgrades costs typically incurred with an upgrade to a new release.
* The training that is available for the Government's personnel and it users.
* If there is an opportunity for technical staff to interact with QA and Development staff to get answers to questions, understand the application road map, and provide feedback to support future application growth.

**6. Local Benefit**

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

• Engagement of Bermudian employee (%) during the project;

• Use of local businesses in the proponent’s supply chain;

• Use of local sub-contractors (if applicable);

# 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:

1. 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);
2. 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
3. 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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_