



PROCUREMENT NOTICE

This Procurement Notice is issued by the Government of Bermuda (the “Government”) to provide summary information in relation to a specific procurement, as detailed below.

1. Subject Matter of Procurement

RFX Title: **Maintenance of the Public Safety Radio Network**

RFX Number: **RFP MNS HEAD 83 - 34**

Purchase Type: **Service**

The Government of Bermuda as represented by Ministry of National Security (MONS) seeks a supplier to provide maintenance and operational services for its island-wide Tetra Public Safety Radio Network which consist of over 1,000 radios and two dispatch centres (Bermuda Police Service & Bermuda Fire and Rescue Service) hosted over a six-site radio and a four-site LTE

infrastructures with interconnecting microwave and UPS designed for maximum coverage, hurricane redundancy and grade of service.

The Maintenance Service Provider (MSP) will be primarily for:

- Operational services including all networks, all infrastructure at all locations, firewalls and training;
- Preventative Maintenance (PM) visit of infrastructure and end-user equipment;
- Repair and maintenance of infrastructure equipment, including antennas systems; and
- Repair and maintenance of subscriber and related equipment.

The MSP will be monitored by a representative of the Ministry of National Security (MONS) throughout the contract duration.

The scope of work will include the maintenance and operational monitoring of all networks, equipment and related devices, and necessary support system and services:

- Ensure operation services of all networks and infrastructure;
- Ensure that adequate training is provided to all appointed operators, field service technicians, dispatchers and any other as necessary;
- Provide all labor and installation of all parts and components necessary to keep the entire radio network and its systems and infrastructure in the best operational condition and usability;
- Maintain work/run time logs for all equipment and devices in order to promote a timely repair/replacement service standard along with a reasonable stock of parts and installation materials;
 - Replacement parts shall be of new or current manufacture and meet or exceed the specifications of the original provided equipment.
 - Routine inspection and reporting shall be provided for all equipment.
- Key to this service shall be (1) the provision to MONS a draft plan of work denoting the prescribed service requirement and approach along with a (2) detailed Disaster Recovery Plan, stating the processes used in the immediate aftermath of events such as natural
- disasters including but not limited to tornadoes, floods, hurricanes, and/or acts of terrorism and or other man-made disasters;
- Provide a single 24/7/365 service hotline contact number and escalation procedure; Provide a list of all appointed and vetted technicians who will be assigned to work on the Government's contract;
 - This list will include the technician's names and qualifications.
- Provide the Government with a monthly itemized maintenance report.

The agreement shall be for three (3) consecutive years. Each proponent shall articulate the benefits their company will provide as part of the maintenance and operational service agreement.

2. How to Obtain Relevant Documents

All relevant documents for this procurement are posted at <https://www.gov.bm/procurement-notices>.

3. Procuring Entity's Name

Name of Ministry: **Ministry of National Security**

Name of Department: **Ministry of National Security Headquarters**

4. Contact Information

Vernon S. Wears
Policy & Project Coordinator at vswears@gov.bm

5. Language of Submissions

Unless otherwise indicated, all submissions shall be in English only.

6. Important Dates

Issue Date	Monday November 1, 2021
Pre-Bid / Site Meeting	Friday December 3, 2021 10:00 AM local time
Deadline for Questions	Friday December 10, 2021
Deadline for Issuing Addenda	Friday December 17, 2021
Submission Deadline	Friday January 07, 2022 04:00:00 PM
Anticipated Final Ranking	10 business days
Contract Negotiation Period	Monday January 24, 2022
Anticipated Execution of Agreement	14 calendar days

All times listed are in Atlantic Standard Time (AST).

7. Location of Submission

Responses to this solicitation shall be submitted to the following location:

Electronic mail (E-Mail) submissions are accepted at (vswears@gov.bm).
If documents are larger than ten (10) MB please send them within a zip file.
In the subject line of the email, please state the RFP title. Please ensure to send a copy of your proposal in MS Word and/or Adobe PDF format.

8. Site Visit / Pre-Bid Meeting Details

Site Visit Mandatory

The mandatory site visit will commence at the Ministry of Public Works, located on the 3rd Floor, General Post Office Building, 56, Church Street, Hamilton, HM12, Bermuda. This meeting is scheduled for Friday December 3rd at 10am. Failure to attend including signing in will result in the disqualification of your document submission.