



GOVERNMENT OF BERMUDA

RFP – Human Resource Information
Management System (HRIMS)

Addendum (Number) #2

13th of December, 2024

Dear Respondents,

The following addendum supersedes information contained in the RFP to the extent referenced.

This Addendum forms part of the RFP documents and will be subject to all of the conditions set out in the contract conditions. Acknowledge receipt of this Addendum in the space provided on the Submission Form when bidding.

This Addendum #2 contains four (4) pages.

Bidder's Questions (Q) and Government's Responses (R).

Q1 Are there preferred technology platforms/frameworks for development?

R1 The Government is primarily a Microsoft customer. The HRIMS solution must integrate with the existing Enterprise One (E1) platform. There are no preferred technology platforms/frameworks beyond compatibility with E1 and support for cloud, on-premises, or hybrid deployment options.

Q2 Would the Government be open to entering into an agreement with more than one (1) legal entity (i.e. dual contract) for the purposes of this engagement e.g. If it offered a wider choice of technology platforms to select from? Or is a single contract an imperative solution requirement?

R2 The RFP specifies that the government intends to enter into an agreement with only one legal entity, although joint submissions are acceptable, provided the prime contractor is clearly identified.

Q3 The RFP highlights that the solution must support deployment in both cloud and on-premises environments (or a hybrid option). We note that many leading vendors are 'cloud-first' (for reasons which include enhanced security, scalability, real time maintenance and cost-effectiveness). As such on-premises solutions are limited. Would this requirement be flexible if a fully cloud-based system offered these benefits and a wider range of available technology platforms? Could you help us understand the reasoning behind the appetite for an on-premises solution – as this understanding may help us suggest solutions that best meet your goals and manage any risks that may be of concern to you.

R3 The RFP emphasizes support for deployment in cloud, on-premises, or hybrid environments. This flexibility ensures the solution aligns with Bermuda's security, scalability, and operational



Addendum (Number) #2

needs. Governments are increasingly adopting cloud-first strategies for enhanced scalability, security, and cost-efficiency. A hybrid deployment option is requested to address specific data sovereignty concerns.

Q4 Should it be required (e.g. subject to responses to questions set out here), is there an option to issue a second set of questions prior to submission of our final response?

R4 No.

Q5 Are there any prior phases of work that will feed into to this HRIMS work stream that might be helpful for us to be aware of?

R5 No. However, transitioning to a new HRIMS often have preliminary assessments or audits of their current HR processes. This work might include gap analysis, existing system evaluations, or process reengineering.

Q6 Would you consider conducting a phase 0, in partnership with us, the objectives of which would be to align on more detailed requirements and vision of the future state?

R6 The RFP does not explicitly include a Phase 0, but proponents can propose a phased approach for alignment and detailed requirements. Including a "Phase 0" is considered best practice for aligning on scope, detailed requirements, and a shared vision. This phase helps mitigate risks by ensuring all stakeholders agree on objectives before full implementation.

Q7 What KPIs or benchmarks have been envisaged for measuring project success?

R7 Specific KPIs or benchmarks are not detailed in the RFP. The emphasis is on streamlining HR processes, enhancing functionality, and achieving seamless integration. Key performance indicators for an HRIMS implementation might include:

- Reduction in manual processes by a certain percentage.
- Increase in employee self-service usage rates.
- Time savings in recruitment workflows.
- Improved reporting accuracy and compliance adherence.

Q8 Is there currently an incumbent that is supporting the government with the current HR systems or wider HR digital transformation activities?

R8 Enterprise One (E1) is the current platform managing payroll and basic HR functions.

Q9 What is the expected number of licenses for:

- End users
- Back-end users
- Module-specific licenses
- Third-party software



Addendum (Number) #2

- R9 The following are estimates as the current situation is dynamic.
End Users: 50-100 licenses.
Back-End Users: 10-15 licenses.
Module-Specific Licenses: 10-50 user licenses, depending on adoption.
Third-Party Software: This will depend on integrations (e.g., DocuSign or AI analytics platforms)
- Q10 What are the expected role permissions of the potential users?
- R10 HR Administrators: Full access to all HRIMS functions, including payroll, recruitment, and reporting.
Managers: Limited access to manage their teams (e.g., approve leave requests, review performance evaluations).
Employees: Self-service access for benefits enrollment, pay stubs, and personal details.
IT/System Admins: Access to configure, update, and troubleshoot the system.
- Q11 Who are the key stakeholders and decision-makers on the DEOD side? What is the expected governance structure of this project, or is this yet to be developed with your partner?
- R11 This information will be provided to the winning vendor.
- Q12 Will the department be deploying any project resources to support the delivery of this project, if so, how many and what would be their role and skillset?
- R12 This has not yet been decided.
- Q13 Are there any interdependencies with other government projects or initiatives that may impact the timeline or execution of this project?
- R13 No.
- Q14 Was there any additional support outside the government that helped develop this RFP?
- R14 No.
- Q15 What is the overall expected budget for this project?
- R15 This information will not be provided at this time.
- Q16 Based on the RFP, we understand that pricing is expected to be a lump sum. However, the pricing for the implementation approach is not listed in the deliverable categories. Should we include our pricing for the implementation approach separately?
- R16 Proponents may include pricing for implementation separately if it is not listed under the main deliverables categories.



Addendum (Number) #2

Q17 Are there any critical milestones or deadlines that need to be met as a part of this project?

R17 No.

Q18 For clarification, could you please expand more on what you mean by 'automated interview scheduling within recruitment'?

R18 The functionality should automate interview arrangements within the recruitment process. This feature typically automates candidate communications (e.g., scheduling emails), real-time calendar integration with hiring managers, and notifications and reminders for upcoming interviews.

Q19 Benefits administration (self-service) - Could you please tell us how the current process is done?

R19 The current processes often rely on manual or semi-automated systems, like E1.

Q20 To clarify our integration capabilities with the E1 system, could you confirm whether it supports Open APIs for both outbound and inbound data exchanges?

R20 E1 supports APIs for integration. Outbound APIs allow exporting data (e.g., payroll details), while inbound APIs enable importing data (e.g., recruitment updates). The winning vendor implementing HRIMS will work with government IT teams to confirm API compatibility during the integration phase.

Q21 We understand that your workforce may include various types of employees, such as full-time staff and contractors. Could you please provide a breakdown of the different employee types within your organization?

R21 Full-Time Staff
Part-Time Staff
Contractors/Consultants
Seasonal Workers
Interns/Apprentices
Relief Staff
Trainees

END OF ADDENDUM #2

Note: Amendment/addenda will be posted at <https://www.gov.bm/procurement-notices>. Respondents should visit the Government Portal website on a regular basis during the Procurement process.