



Government of Bermuda

Ministry of Cabinet

Department of Information and Digital Technology

**Addenda**  
**For**  
**Mobile Telecommunications Services**

Procurement No.: **FWA-MTS 2025**

Issued: **Tuesday April 8, 2025**

Submission Deadline: **Thursday May 8, 2025 5:00PM Bermuda Local Time**

Addenda No. 1

**Addenda Type: Questions and Responses**

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:

<b>Question 1:</b>	<b>To accurately forecast costs and plan resource allocation, we kindly request any available estimated or historical usage volumes. This includes metrics such as the number of users, number of devices, and average monthly data usage. Additionally, any insights into peak usage periods or potential future growth projections would be valuable.</b>
<b>Answer 1:</b>	<b>Respondents are advised that the indicative volume for a total number of devices is 1200 as per Annex A: Pricing Form.</b>

<b>Question 2:</b>	<b>Understanding the call-off process is crucial for our planning. We would appreciate confirmation on whether call-offs under the Framework Agreement will be issued on a scheduled basis (e.g., quarterly, annually) or on an as-needed basis by individual departments. Furthermore, knowing if there will be any volume commitments or minimum purchase requirements would aid in our capacity planning and pricing strategy.</b>
<b>Answer 2:</b>	<b>Departments will call-off on an as-needed basis. Respondents should refer to section 3.1.8. There is no minimum commitment given.</b>

<b>Question 3:</b>	<b>To gauge the competitiveness of the bidding process, we'd like to know if all qualified vendors who meet the minimum thresholds will advance to Stage IV (Concurrent Negotiations). Alternatively, is there a predetermined cap on the number of vendors that will be shortlisted for the final stage?</b>
<b>Answer 3:</b>	<b>There is no pre-determined cap, everyone who meets the threshold will be included. Respondents should review Section 2.5.2.</b>

<b>Question 4:</b>	<b>We kindly request information on the expected frequency and structure of second-stage procurement processes after the Framework is established. Understanding the anticipated timeline and the specific requirements for these subsequent procurements will help us prepare accordingly and ensure alignment with your procurement strategy.</b>
<b>Answer 4:</b>	<b>Once established, each department will then be able to call off against the Master Framework Agreement on an as needed basis.</b>

<b>Question 5:</b>	<b>To cater to the diverse needs of government departments, we'd like to know if vendors have the flexibility to propose customized plan bundles in addition to the standard Basic, Premium, and Executive plans</b>
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	<b>outlined in the documentation. Alternatively, must we adhere strictly to the formats specified?</b>
<b>Answer 5:</b>	<b>Respondents are to propose packages that meet or exceed the minimum requirements as per the solicitation documents.</b>

<b>Question 6:</b>	<b>Understanding the scope of data pooling will impact our plan design. We would appreciate clarification on whether pooled data plans are expected to span across multiple government departments or remain confined within individual departments.</b>
<b>Answer 6:</b>	<b>As a minimum, respondents should allow for data pooling to be confined to the individual department. They should also indicate if there is an option to span across multiple government departments.</b>

<b>Question 7:</b>	<b>To ensure seamless integration with existing financial systems, we kindly request confirmation on the expected format of monthly billing and management reporting. Specifically, we'd like to know if integration with any specific government financial systems is required and if there are any standardized reporting templates or formats that must be followed.</b>
<b>Answer 7:</b>	<b>There will be no integration with the government financial system. Please consolidate the invoices per department with back-up per user as the minimum requirements.</b>

<b>Question 8:</b>	<b>To align our device offerings with your organization's requirements, we'd like to know if there is a standard expected lifecycle for devices or a minimum replacement interval (e.g., every 2 years). This information will help us propose appropriate device refresh cycles and support plans.</b>
<b>Answer 8:</b>	<b>The expected minimum device lifecycle is 2 years with a maximum of 3 years.</b>

<b>Question 9:</b>	<b>To promote environmental sustainability and responsible disposal practices, we're interested in understanding your expectations regarding the buyback or recycling process for retired devices. Should vendors</b>
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	propose a buyback or recycling program as part of their bid, or is there an existing framework in place that we should adhere to?
<b>Answer 9:</b>	A per the Mandatory Technical Requirements within the solicitation documents, respondents are to "Describe the process for repurchase of devices that are no longer utilized by the Government". Respondents may propose a recycling program as part of this process.

<b>Question 10:</b>	To ensure adequate inventory for timely replacements, we kindly request clarification on the number of spare devices that are expected to be kept on hand at no cost. Additionally, any details regarding the specific models or configurations of these spare devices would be helpful.
<b>Answer 10:</b>	Respondents are to propose the levels of stock they are willing to hold.

<b>Question 11:</b>	To optimize our international roaming offerings and ensure comprehensive coverage, we'd appreciate information on the specific regions where international roaming is most commonly required (e.g., North America, Caribbean, UK).
<b>Answer 11:</b>	Respondents are advised that roaming requirements vary based on need and can be global.

<b>Question 12:</b>	To accurately forecast international roaming usage and costs, we kindly request any available data on roaming usage limits or patterns. This includes information on typical roaming destinations, average data usage while roaming, and any potential seasonal variations in roaming activity.
<b>Answer 12:</b>	Respondents should propose in line with their experience with other clients.

<b>Question 13:</b>	To meet your organization's service expectations, we'd like to know if there are minimum service level expectations (e.g., response and resolution times) for Help Desk support. This information will help us design our support infrastructure and staffing levels accordingly.
<b>Answer 13:</b>	Respondents should propose in line with their experience with other clients.
<b>Question 14:</b>	To provide convenient access to usage and billing information, we'd like to confirm whether a standalone web-based usage/billing portal is acceptable. Alternatively, must the portal integrate with any internal government systems? If integration is required, we'd appreciate details

	on the specific systems and any available APIs or integration documentation.
<b>Answer 14:</b>	A standalone portal is acceptable. There is no intention to integrate with Government systems at this time.

<b>Question 15:</b>	To ensure both parties are comfortable with the terms of the agreement, we'd like to inquire about the flexibility to negotiate or modify the indemnity or liability clauses within the Master Framework Agreement.
<b>Answer 15:</b>	Respondents should refer to section 2.6.1 of the solicitation documents: "The terms and conditions found in the Master Framework Agreement (Appendix E) intended to provide the respondent advance notice of some of the key contractual provisions including indemnities, limitation of liabilities, service requirements, etc. that would be contained in the form of contract and are to form the basis for commencing negotiations between the Government and the respondents." Further changes would be considered in line with Government's risk appetite.

<b>Question 16:</b>	To understand the potential for variation in contractual terms, we kindly request confirmation on whether each department's call-off contract will follow the same terms as the Master Framework Agreement or if they may be amended independently. If amendments are allowed, we'd appreciate guidance on the specific clauses that may be subject to modification and any limitations or approval processes that may apply.
<b>Answer 16:</b>	Respondents should base their responses on each call-off agreement being subject to the same terms as the Master Framework Agreement.

End of Addenda No. 1