



## 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: **Customer Service Training**

RFX Number: **DW DEOD 2025 001**

Purchase Type: **Service**

The Government of Bermuda seeks to retain the services of an experienced vendor for the design and delivery of customer service training to ensure public officers are well-equipped to meet the needs and expectations of the public. Training will extend the work of existing customer service standards and include best practices for providing service over the phone and in-person. The selected vendor will collaborate closely with the Department of Employee and Organizational Development culminating with the delivery of Train-the-Trainer modules to ensure assigned public officers can provide continuous training after initial implementation.

### 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: **The Cabinet Office, The Premier Office and Ministry of Finance**

Name of Department: **Department of Employee and Organizational Development (DEOD)**

#### **4. Contact Information**

Alneisha Outerbridge, aljouterbridge@gov.bm

#### **5. Language of Submissions**

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

#### **6. Important Dates**

Issue Date	Wednesday August 20, 2025
No Pre-Bid / Site Meeting	N/A local time
Deadline for Questions	Wednesday September 10, 2025 local time
Deadline for Issuing Addenda	Wednesday September 17, 2025 local time
Submission Deadline	Tuesday September 30, 2025 05:00:00 PM local time
Anticipated Final Ranking	Friday October 17, 2025
Contract Negotiation Period	7 calendar days
Anticipated Execution of Agreement	Friday October 31, 2025

All times listed are in Bermuda Local Time.

#### **7. Location of Submission**

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

Electronic mail (E-Mail) submissions are accepted at [dowilson@gov.bm](mailto:dowilson@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**

#### **ADDITIONAL INFORMATION**