



Government of Bermuda

Ministry of The Cabinet Office & Digital Innovation

Department of Employee & Organizational Development

Addenda

For

Customer Service Training

Procurement No.: **DW DEOD 2025 001**

Issued: **August 20, 2025**

Submission Deadline: **September 30, 2025 - 05:00:00 PM 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.

Question 1:	Can we request amendments to the Training Service Agreement if we are not in agreement with certain clauses in their current form?
Answer 1:	In accordance with Part 2 – Evaluation, Negotiation, and Award of the RFP, the top-ranked proponent will be invited to enter into direct contract negotiations. We will connect the legal teams to review and resolve any legal issues in relation to the Training Service Agreement.

Question 2:	Are you able to provide us with editable versions of the PDF forms?
Answer 2:	Presently, we do not provide an editable version of the PDF as a result of certain policies; however, you can complete the forms using Adobe Acrobat Pro.

Question 3:	Are there any required vendor registration steps or forms beyond the portal listing?
Answer 3:	If we have not established a relationship with a vendor recently, we will require the successful vendor to complete a new vendor form.

Question 4:	Concerning the Proposal and Pricing Information, are multi-year options available?
Answer 4:	Proponents should submit proposals for the term of the agreement as indicated in section 1.3 (Type of Contract for Deliverables) of the RFP (Type of Contract for Deliverables).

Question 5:	What is the company's preferred delivery mix? (on-island, virtual, hybrid)
Answer 5:	A mix of in-person and virtual delivery is desirable. Your proposal can be a hybrid of in-person, online and self-guided as per Appendix D – RFP Particulars.

Question 6:	Do you provide a summary of recent performance review data, such as EES results, aggregated customer feedback, or any available insights on your current service delivery to inform the structure and approach of the programme?
Answer 6:	Quantitative data will not be shared for this submission. Current service delivery needs improvement around being responsive, courteous, proactive, and competent dealing with difficult customers or situations whether in person, by email, or over the phone.

Question 7:	Will the selected consultant deliver training across multiple departments concurrently, or will the initial rollout be focused on specific pilot groups?
Answer 7:	Specific pilot groups as detailed in Appendix D – RFP Particulars..

Question 8:	Will the successful applicant be expected to develop all training materials independently, or are there existing government service standards or frameworks to reference?
Answer 8:	Refer to the Government’s Service Standards and Guidelines attached to the RFP.

Question 9:	Is there an existing infrastructure (e.g., employee engagement platforms, feedback systems, survey tools) that the selected trainer will be able to access for pre/post-assessments and 30/60/90-day follow-up evaluations?
Answer 9:	Yes.

Question 10:	Must my company be registered in Bermuda to be considered?
Answer 10:	No.

Question 11:	Is there an existing Learning Management System?
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Answer 11:	No.
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Question 12:	Must we meet at least three of these attributes to be considered? (i) gross annual revenue of between \$1,000,000 and \$5,000,000; (ii) net assets of less than \$2,500,000; (iii) an annual payroll of between \$500,000 and \$2,500,000; (iv) between a minimum of 11 and a maximum of 50 employees; and (v) been in operation for a minimum of 10 years.
Answer 12:	These attributes relate to being defined as a Specified Business as per Annex C – Local Benefits Form. It is not mandatory to be a Specified Business to provide a proposal. Proponents will be evaluated based upon their responses to Annex C in accordance with the evaluation criteria and process detailed in the RFP.

Question 13:	What if years' experience in this industry is more than two decades but slightly less than 10 in business?
Answer 13:	In relation to Annex C – Local Benefits Form. This is a criterion to be defined as a Specified Business. The business must have been in operation for a minimum of 10 years for this attribute to apply. For the experience evaluation, number of years, project type and quality will be considered.

Question 14:	Do subcontractors also have to meet these qualifications and requirements?
Answer 14:	Yes to be defined as a Specified Business, subcontractors must meet the criteria as detailed in Annex C – Local Benefits Form..

Question 15:	If we submit our proposal and supporting documents via email, do we ask need to submit a hard copy?
Answer 15:	The proposal must submitted online as per Section 1.5.3 (Proposals to be Submitted in Prescribed Format) of the RFP. Hard copy submissions will not be accepted..

End of Addenda No. 1