



Government of Bermuda

Cabinet Office and Digital Innovation

Department of Information and Digital Technologies

Addenda

For

Request for Quotations for Infrastructure Hardware Replacement

Procurement No.: **BDA-CAB-IDT-NETWORK-RFQ-2025-12**

Issued: Friday January 11, **2026**

Submission Deadline: **Friday February 20, 2026, 05:00:00 PM**

Addenda No. **002**

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

Question 1:	Please confirm that the scope is strictly supply and delivery of the specified Fortinet equipment (no installation, configuration, staging, racking, disposal, or cutover services required).
Answer 1:	Yes. As per Appendix D - RFQ Particulars, the deliverables states that this RFQ is for supply and delivery only
Question 2:	Are there any site access requirements, delivery windows, receiving procedures, or coordination requirements for the delivery location (e.g., booking dock access, building security, delivery hours)?
Answer 2:	Upon agreement execution, the awarded vendor will be notified of specific delivery instructions
Question 3:	Is partial delivery / split shipments acceptable if some items have different lead times, and if so, should pricing reflect multiple shipments separately?
Answer 3:	Yes, partial delivery/split shipments would be acceptable but only if due to extenuating circumstances. These circumstances could be and are not limited to shipping delays, manufacturing delays and extreme weather conditions.
Question 4:	If any part number becomes End-of-Sale/End-of-Life or is otherwise unavailable during the RFQ period, is an approved equivalent/substitution permitted, or is it strictly “no deviations” under all circumstances?

Answer 4:	The provided hardware list does not contain any End-Of-Sale/ End-of-Life. The awarded vendor should provide the items with no deviations.
Question 5:	For the items that include 3-year FortiCare/FortiGuard bundles, please confirm whether the term to start: <ul style="list-style-type: none"> a. at time of shipment, b. at delivery/receipt, c. at registration/activation, or d. another defined date.
Answer 5:	The term is to start at registration/activation
Question 6:	Do you require respondents to provide or confirm any Fortinet registration details (e.g., end-customer information, asset registration process, or licensing registration responsibilities)?
Answer 6:	Yes, it is expected that the awarded vendor would register the bid with Fortinet excluding end-user licensing responsibilities.
Question 7:	Beyond “genuine new Fortinet equipment,” are there any additional requirements for: <ul style="list-style-type: none"> - country/region of origin, - serial number traceability, - manufacturer authorization chain, or - proof of non-gray market sourcing?
Answer 7:	No, the requirement is r “genuine new Fortinet Equipment”
Question 8:	For the Authorized Distributorship Letter requirement: <ul style="list-style-type: none"> - Will a letter from an authorized distributor suffice, or must it be from Fortinet directly? - Does the letter need to name the Government of Bermuda and/or reference this specific RFQ number? - Is the “not more than 3 months old” requirement measured from the RFQ issue date or from the submission deadline?

Answer 8:	<p>The Authorized Distributorship Letter must come from Fortinet directly.</p> <p>There is no requirement to name the Government of Bermuda or reference RFQ Number.</p> <p>The 'not more than 3 months old' requirement is measured from the submission deadline.</p>
Question 9:	Are there any mandatory requirements for warranty type (manufacturer warranty vs. reseller warranty) and minimum warranty durations for hardware?
Answer 9:	<p>Both manufacturer and reseller warranties should be in place at the placing of the order.</p> <p>Fortinet provides a limited hardware warranty directly to the original end-user who purchased the product from Fortinet or an authorized reseller/distributor.</p> <p>Typical baseline period for most hardware (e.g., FortiGate appliances) is 365 days (1 year) from the start of the warranty period.</p> <p>The warranty starts from whichever happens first:</p> <p>Product registration, First device connection to Fortinet systems, 90 days post-shipment.</p>
Question 10:	The pricing sheet includes columns for delivery method, lead time, and warranty per line. Do you have a preferred delivery method (air freight/courier vs. other), and should lead time be stated in calendar days or business days?
Answer 10:	<p>We do not have a preferred delivery method.</p> <p>The lead times should be in calendar days.</p>

	The ability to deliver the procurement within a reasonable timeframe is part of the rated criteria.
Question 11:	Please confirm the required pricing currency is Bermuda Dollars (BMD**) and whether quoting in another currency (with conversion) is disallowed.
Answer 11:	Appendix C Section 1 (b) states pricing must be in Bermuda currency.
Question 12:	Can you confirm whether the Government expects pricing to be all-inclusive delivered to the specified address (i.e., freight, insurance, handling included) or whether freight should be broken out separately (as the sheet provides a “Shipping/Freight” line)?
Answer 12:	Yes, the Government expects pricing to be all-inclusive delivered to the specified address.
Question 13:	<p>Duties/taxes: We understand this order is duty exempt—please confirm whether:</p> <ul style="list-style-type: none"> - all items are fully duty exempt, - any documentation/certificates will be provided by the Government for clearance, and - whether any local taxes should still be itemized.
Answer 13:	<p>Yes, the items are fully Duty Exempt.</p> <p>The winner will be provided with the required clearance documentation prior to the goods being shipped to Bermuda.</p> <p>Bermuda does not have local taxes.</p>

Question 14:	Please confirm the Government’s preferred Incoterms/Delivery Terms (e.g., DDP, DAP, CIP) for this procurement.
Answer 14:	Our required delivery terms have been covered in the RFQ.
Question 15:	Please confirm any standard payment terms (e.g., net 30, net 45) and whether progress/partial invoicing is permitted for split deliveries.
Answer 15:	Standard payment terms net 30 days
Question 16:	Price validity: Is there a required minimum quote validity period beyond the “Quote Valid Through” field on the pricing sheet?
Answer 16:	No, there is not
Question 17:	The RFQ notes arithmetical corrections may be applied. If corrections are required, will you request written acceptance by email before final evaluation?
Answer 17:	This will be addressed in accordance with RFQ, Appendix C Section 2.3 and be subject to Part 3 - Terms and Conditions of the RFQ Process, 3.2.4 Verify, Clarify and Supplement.
Question 18:	<p>The RFQ indicates an ability to deliver within 30 days. Is this:</p> <ul style="list-style-type: none"> • a strict mandatory requirement for the entire BOM, or • acceptable if certain line items exceed 30 days provided we disclose constraints and offer best-available lead times?
Answer 18:	It will be acceptable if certain line items exceed 30 days due to extenuating circumstances such as inclement weather or manufacturing delays.

Question 19:	What constitutes delivery/acceptance—delivery to the building, delivery to a specific floor/room, or acceptance after inspection?
Answer 19:	We will accept delivery and formally sign off after inspection
Question 20:	Do you have any required packing/shipping documentation standards (packing list, serial lists, proof of origin, etc.)?
Answer 20:	We expect to receive documentation which includes packing list, serial list and proof of origin
Question 21:	<p>Please clarify the required insurance expectations for:</p> <ul style="list-style-type: none"> • coverage amounts, • whether coverage must be held by the supplier or can be via the carrier, and • the specific meaning of “coverage for dead on arrival (DOA) or damaged equipment.”
Answer 21:	The items should be insured for shipping to Bermuda. The coverage should be held by supplier. Any DOA or damaged equipment we will advise immediately and appropriate actions will be taken to remediate the issue by the supplier.
Question 22:	If equipment arrives DOA/damaged, please confirm the expected RMA/replacement process, timeframes, and whether advanced replacement is required.
Answer 22:	We understand RMA processes and appreciate potential extended timeframes. If available, advanced replacement would be strongly encouraged.
Question 23:	<p>Please confirm any specific requirements for:</p> <ul style="list-style-type: none"> • limitation of liability, • indemnities, • dispute resolution process, and

	<ul style="list-style-type: none"> • notices/communications during contract performance.
Answer 23:	There are none, other than what is listed in the RFQ and the Agreement
Question 24:	The RFQ mentions a contract term of 60 days with an option to extend up to 30 days. Is the intent that all goods be delivered within the term, or is the term primarily for procurement/administration?
Answer 24:	The intent is that the goods be received within 30 days of the contract signing. The extra 30 days can be invoked should there be any lead-time or shipping delays. If there are extenuating circumstances relating to delivery the vendor should fully engage us to discuss the situation(s) in full detail
Question 25:	Can you please confirm for the Fortinet RFP if this order is duty exempt?
Answer 25:	Yes, the delivery of this RFQ is duty exempt.
Question 26:	I noticed on the form labelled Annex B – Pricing Sheet there is a request for duties. I wanted to check whether this was an oversight, as historically all items for IDT have been duty-exempt.
Answer 26:	This is oversight. All items will be duty-exempt.

End of Addenda No, 002