



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.: **2**

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 16:	Will the Government require entirely new training content, or is it preferable to enhance existing Bermuda Government Service Standards materials?
Answer 16:	The successful vendor will be required to prepare training content for three key training streams: Leadership, Employee, and Train-the-Trainer. The content must build upon and reinforce the existing Service Standards.

Question 17:	What assessment methods are preferred for measuring effectiveness, for example, knowledge checks, post-session surveys, and performance indicators?
Answer 17:	At a minimum, vendors should include knowledge checks and post-session surveys.

Question 18:	Will training venues be provided by the Government, or should facility costs be included in pricing?
Answer 18:	Training venues will be chosen by the relevant department, at the Government's expense

Question 19:	For live online sessions, should we use Government platforms such as Teams or Zoom, or provide our own hosting?
Answer 19:	While the Government uses Webex and Teams platforms, vendors can use other platforms during training that are compatible and accessible over the network.

Question 20:	Are there accessibility requirements beyond captions and transcripts, for example, sign language interpretation or large print?
Answer 20:	Additional requirements, such as sign language for live in-person classes, will be handled by the Government. Materials should be modifiable for needs beyond captions and transcripts.

Question 21:	How will Local Benefits scoring be applied, specifically, how are Bermudian ownership, Bermudian leadership, Bermudian workforce utilization, and Bermudian suppliers weighted?
Answer 21:	For evaluation details, refer to Appendix D - RFP Particulars, Section F Rate Criteria, and sub-section 4 - Social, Economic and Environmental (Local Benefits). Sub-criteria weighting will be evenly distributed for this category.

Question 22:	What reporting is required at close-out, for example, participant counts, feedback summaries, learning outcomes, and recommendations?
Answer 22:	The Government will manage participant logistics and post-course evaluations. The selected vendor will be expected to share feedback and recommendations for continued improvement.

Question 23:	For Train the Trainer, is a formal certification expected, or will competency demonstration and a sign-off rubric suffice?
Answer 23:	Formal certification is not required; mastery of content is.

Question 24:	Should travel and accommodation for any specialist sub-contractors be included in pricing, or handled as needed with prior approval?
Answer 24:	Specialist subcontractors who meet the prescribed requirements will be hired at the expense of the successful vendor. Such costs should be included in the proposed price.

Question 25:	Is there a required minimum for professional indemnity coverage, and do you require proof at submission or pre-award?
Answer 25:	Refer to Appendix D.E (RFP Particulars) and the Training Agreement for the required minimum. Proof is required at submission

Question 26:	What is the expected payment structure, for example, milestone-based by design, delivery, and final report, or a lump sum upon completion?
Answer 26:	Milestone-based by design

Question 27:	The RFP states that the Government will own all custom deliverables. Does this ownership extend to source files (e.g., editable PowerPoints, raw video files, Sharable Content Object Reference Model-SCORM packages), or only finalized outputs?
Answer 27:	No. Only bespoke content created for us will be owned by us – Not preexisting source material.

Question 28:	Will the Government provide secure storage or repositories for training content and participant records, or should the proponent include document storage/archiving solutions in the proposal?
Answer 28:	The Government will provide the requisite repositories.

Question 29:	For in-person sessions, will the Government provide AV equipment, and participant logistics (e.g., scheduling, registration)?
Answer 29:	Yes

Question 30:	How many public officers are expected to participate in the Train-the-Trainer programme?
Answer 30:	20

Question 31:	Beyond initial delivery, does the Government expect the proponent to conduct post-training evaluations (e.g., 3- or 6-month impact assessments) and include these in the cost proposal?
Answer 31:	The successful vendor will not be required to administer this assessment.

Question 32:	What level of reporting metrics will be required (attendance only, knowledge test results, behavioral change indicators, customer service performance KPIs)?
Answer 32:	The Government may utilize one or several measurements, which will be determined based on the selected training content.

Question 33:	Are there any departmental differences in customer service performance that should be addressed (e.g., frontline licensing offices vs. policy offices)?
Answer 33:	No.

Question 34:	Are there any change management initiatives currently underway (digital transformation, process reengineering, citizen engagement reforms) that training should align with?
Answer 34:	Strategic plan that addresses the listed topics.

Question 35:	Has the Government conducted any prior training needs assessment to identify gaps in customer service delivery skills (e.g., communication, problem-solving, empathy)? If yes, can that report or data be shared with proponents?
Answer 35:	We have; however, Quantitative data will not be shared for this submission.

End of Addenda No. 2