



The Bahamas Agricultural Health and Food Safety Authority (BAHFSA)

The Bahamas Agricultural Health and Food Safety Authority (BAHFSA)

Department of Transformation and Digitization

The Source River Centre

1000 Bacardi Road N.P.

Nassau, The Bahamas

ADDENDUM

Request for Proposals (RFP) & Requirements Document

BAHFSA ELECTRONIC INSPECTION MANAGEMENT SYSTEM

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Version

1.0

Produced By:

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and

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DISCLAIMER

The information contained in this Request for Proposals document (“RFP”) is provided to Bidder(s) on behalf of **The Bahamas Agricultural Health and Food Safety Authority (BAHFSA)**, on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation **by BAHFSA** to the prospective Bidders or any other person. The purpose of this RFP is to provide Bidders with information that may be useful to them in making their submissions (the “Bids”) pursuant to this RFP. This RFP includes statements which reflect various assumptions and assessments arrived at by **BAHFSA** in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for **BAHFSA**, its employees or advisors to consider the investment objectives, financial circumstances and particular needs of each Bidder. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should therefore conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

BAHFSA accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

BAHFSA, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules, regulations, tort principles, restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Bid Stage.

BAHFSA also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

BAHFSA may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that **BAHFSA** is bound to select a Bidder or award a contract for the Project and **BAHFSA** reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by **BAHFSA** or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and **BAHFSA** shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

The Bidding Process shall be governed by, and construed in accordance with, the laws of The Bahamas and the courts of The Bahamas shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Bidding Process.

Document Information

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1. INTRODUCTION & BACKGROUND

1.1 INTRODUCTION

The Bahamas Agricultural Health and Food Safety Authority (BAHFSA), which is under the Ministerial Portfolio of the Minister of Agriculture and Marine Resources, is the Sanitary and Phytosanitary (SPS) Authority for The Bahamas. BAHFSA serves as the regulatory body providing a more efficient, effective, transparent and coordinated administration of matters dealing with Food Safety, Animal, and Plant Health in The Bahamas. It provides the framework that ensures harmonization among public sector agencies in order to attain the highest levels of food safety and protection of animal and plant health. This requires BAHFSA to lead in the coordination and harmonization of food safety activities at all stages of the production, manufacture and distribution of Food, Animal Health, and Plant Health. It is governed by the Bahamas Agricultural Health and Food Safety Authority Act, 2016, making it responsible for overseeing the administration and enforcement of the Food Safety and Quality Act, 2016, the Animal Health and Production Act, 2016, and the Plant Protection Act, 2016.

The Bahamas Agricultural Health and Food Safety Authority Act identifies an Executive Director that is responsible for the day to day administration of the affairs of the Authority and the other three Acts identify three Directors (that report to the Executive Director) that are responsible for administering and carrying out the objectives of the other three Acts. These Directors include the Director of Food Safety and Quality (responsible for administering and carrying out the objectives of the Food Safety and Quality Act), Director of Veterinary Services (responsible for administering and carrying out the objectives of the Animal Health and Production Act), and the Director of Plant Protection (responsible for administering and carrying out the objectives of the Plant Protection Act).

All three of the respective Acts speak to the permitting/inspection of facilities and/or establishments (whether food, plant or animal establishment). This activity forms the basis of strong local SPS systems and requires the Directors to ensure that the establishments across the many islands of The Bahamas are inspected properly. It involves the reform of food/plant/animal vendor permit applications and permit issuance, which requires inspections prior to authorization to conduct business and to have business licences. The system requires the tracking and maintenance of internal control structures for all permit applications, planning review of documents, approval of documents, permit issuance, inspection scheduling, final inspection documents, certificate of registrations and document management of applicable permits/licenses from other public agencies.

BAHFSA was created to replace the fragmented SPS permitting/inspection system and create a more coordinated synergistic system. The current system of inspection/permitting is characterized by manual, paper-heavy, labour intensive, costly, and inefficient processes. The permit/inspection processes rely on customer phone calls and walk-ins. Inspections are unreliable in their timing due to the lack of coordination and regularly are not conducted due to

the lack of accountability and monitoring. Data is manually inputted, difficult to verify reliably, and excel spreadsheets are the only means for statistical review. Furthermore, with limited staffing and ad hoc requests many inspections are not thorough if done at all. BAHFSA therefore seeks to procure a solution to modernize and transform its processes. It is crucial that the selected solution aligns with international best practices and standards for efficiency.

1.2 BACKGROUND

BAHFSA must ensure that a robust inspection system is maintained at all times to ensure the integrity of the SPS infrastructure of the Bahamas. As the strength of our inspection system in the respective fields can affect the health of locals, guests, and even our credibility for trade, it is important that standards are monitored and consistently applied. Without this, the integrity of The Bahamas' agricultural health and food safety (AHFS) system falls into question. To avoid this, the inspection system must meet international standards of efficiency (so as to facilitate trade) and the best practices of the respective types of inspection. The three types of inspection BAHFSA engages in are related to Animal Health, Plant Health, and Food Safety. As they each have their own standardizing body, they will each have different standards to apply as is reflected in their respective forms. However, BAHFSA provides common inspection functions that can be identified, these include:

- Ensuring compliance of food establishments, animal establishment, and plant establishments with their respective regulating legislation
- Acting as the coordinating Authority which provides guidance in SPS inspection processes
- Managing inspection systems
- Creating, maintaining, and recording inspection records
- Managing the transitions from a “reactive” to a “proactive” inspection-based system

Tasks that relate to the above-mentioned functions include, but is not limited to:

1. Creating, submitting and managing inspection reports.
2. Managing inspection schedules.
3. Communicating compliance concerns to stakeholders.
4. Conducting annual inspections based on International Standards.
5. Conducting spot check inspections
6. Investigating violation incident reports

1.2.1 LEGISLATIVE FRAMEWORK

SPS AGREEMENT

The World Trade Organization (WTO) Agreement on the Application of Sanitary and Phytosanitary Measures (the SPS Agreement) aims to provide the balance between the right of governments to protect food safety, plant and animal health, and prevent these sanitary and phytosanitary measures from being unjustified trade barriers. This document is a key document that guides BAHFSA as they seek to conform to international standards. The SPS Agreement looks to the International Plant Protection Convention (IPPC), World Animal Health Organization (OIE), and Codex Alimentarius. These bodies serve as a guide for best practices in Plant Health inspection, Animal Health inspection, and Food Safety Inspection respectively.

THE COMPENDIUM OF BAHFSA ACTS

BAHFSA is governed by the Bahamas Agricultural Health and Food Safety Authority Act, 2016, making it responsible for overseeing the administration and enforcement of the Food Safety and Quality Act, 2016, the Animal Health and Production Act, 2016, and the Plant Protection Act, 2016. Each Act is compelled to conform to the SPS Agreement and therefore will have different requirements depending on their respective guiding body. This translates into differences in the content (and sometimes functioning) of the various inspectors involved under the different Acts below.

FOOD SAFETY AND QUALITY ACT, 2016

The first objective of this Act is to

- a. regulate food safety and quality at every stage of the food chain;
- b. regulate all food, including fish and meat; and
- c. generally, to protect human health, and consumer interests, including fair practices in trade

Food Inspectors

To assist in carrying out this objective, inspectors are identified to function as the key players in the inspection of food businesses (of which this Act applies) and these inspectors have several duties and powers allowing them to enter any place where he has reason to believe that food is produced, manufactured, preserved, prepared, packaged, stored, sold, transported, imported or exported and may —

- a. examine any such food and take samples thereof for testing, and examine or test anything which the inspector has reason to believe is used or is capable of being used in such foods;
- b. enter or examine any vehicle that he believes on reasonable grounds is used to carry food that contravenes this Act and examine any such food found therein and take samples thereof for testing;

- c. stop and search any vehicle in which food is being or is reasonably suspected of being handled or stored or in which any other activity in connection with food is being, or is suspected of being carried out;
- d. open and examine any receptacle or package that the inspector believes on reasonable grounds contains any food;
- e. examine and make copies of or extracts from any books, documents or other records found in any place referred to in this section that the inspector believes on reasonable grounds contain any information relevant to the enforcement of this Act;
- f. seize and detain for such time as may be necessary any food or any article that is intended for sale and that is likely to be mistaken for that food unless the article complies with the prescribed food standard;
- g. take photographs, conduct video taping or demand from the food business operator, the production of any records or any explanation with respect thereto, regarding the food business and the operation thereof, and where necessary, make copies or take extracts there from;
- h. in the prescribed manner, examine, take samples, test or analyse any food, substance or other thing;
- i. seal off access to or close the business, where he has reasonable grounds to believe that the continued operation thereof can be injurious to public health;
- j. read any measuring instruments installed on the premises or use any other means necessary to record data generated in that business;
- k. determine whether any of the provisions of this Act are being violated;
- l. ensure that proper food safety measures are being carried out;
- m. examine and inspect food handlers and other personnel employed therein;
- n. by notice in writing, prohibit the distribution or sale of food for the period specified in the notice, where he has reasonable grounds to believe that such food is contaminated or unwholesome;
- o. serve a suspension order or revocation order issued by the Director suspending or revoking the operation of a food business for the

Furthermore, there may be special activities that the inspector may have to carry out like issuing notices. In this case an inspector that takes any action or applies any food safety measure to implement this Act, shall prepare a written notice, and provide a copy to the operator of the business. One of these notices is called an “improvement notice” and the content for such a notice must

- a. state the inspector's grounds for believing that the operator is failing to comply with the regulations;
- b. specify the matters which constitute the operator's failure to comply;
- c. specify the measures which the operator must take to remedy the failures;
- d. require the operator to implement those measures, or measures which are at least equivalent to them, within the time period as shall be specified in the improvement notice.

ANIMAL HEALTH AND PRODUCTION ACT, 2016

The objectives of this Act are

- a. to promote animal health and production through good agricultural practices;
- b. to prevent the introduction and spread of animal diseases and alien species;
- c. to regulate the trade in animals, animal products and animal-related items; and
- d. to give effect to the SPS Agreement.

To assist in carrying out this objective, inspectors are identified to function as the key players in the inspection of animal establishments and all animal owners (of which this Act applies) and these inspectors have several duties and powers allowing them to enter and inspect any land or building, including, but not limited to, an animal establishment, vehicle, international transportation facility or container, except a dwelling place, where any activity in relation to animals is being carried out, or is suspected of being carried out, and for the purpose of determining whether this Act is being violated, and do any of the following

- A. examine any animal, animal product or animal-related item which is, or is suspected of being used in an activity related to animals;
- B. seize and detain any animal, animal product, animal-related item, book, statement or document which appears to provide proof of a contravention of any provision of this Act;
- C. require an—
 - a. animal establishment operator; or employee of the establishment;
 - b. animal ownerto submit any information or documentation regarding any animal, animal product, animal-related item, object or substance on the premises or suspected of being on the premises;
- D. weigh, count, measure, mark, open, take photographs, read any values of any instruments and take samples in the prescribed manner of anything on the premises and submit it to an official laboratory for analysis, or secure or prohibit access to the same;
- E. examine, make copies of or take extracts from any book, statement or other document found at such premises that the inspector believes on reasonable grounds contains any information relevant to this Act;
- F. demand from the—
 - a. animal establishment operator; or
 - b. animal owner, an explanation of any entry
- G. examine any operation, process or system used or carried out on such premises;
- H. in relation to any animal, make examinations, apply tests, take samples, use vaccines or serum and apply marks as may be reasonably necessary for the purposes of this Act;
- I. stop and search any vehicle containing or suspected of containing any animal, animal product or animal-related item before releasing the animal or product to the custom officer;

- J. for a prescribed period, stop the distribution, sale or use of any animal, animal product or animal-related item which a veterinary officer has reason to believe is infected with or may spread a disease, hazard or is an invasive alien species;
- K. do any other such thing as may be required for carrying out the duties under the Act.

Furthermore, there may be special activities that the inspector may have to carry out like submitting an inspection report. The Act states that following the conduct of an inspection, the Animal Health Inspector must prepare a written report outlining the details of the inspection and shall forward a copy thereof to the Chief Technical Officer notices. The inspector may also be required to serve notices in the event that an animal establishment operator or an animal owner has failed to comply with the Act. This notice that would need to be given to the operator would need to—

- a. state the breaches which have been committed under the Act; and
- b. specify the time by which the breach shall be remedied.

PLANT PROTECTION ACT, 2016

The objectives of this Act are—

- a. to prevent the introduction and spread of plant diseases and alien invasive species in order to protect and promote and maintain the health of plants, including forestry and wild flora;
- b. to promote the use of good agricultural practices;
- c. to regulate the trade in plants, plant products and other regulated articles; and
- d. to give effect to the SPS Agreement

To assist in carrying out this objective, phytosanitary officers are identified to function as the key players in the inspection of plants, plant products, plant establishments, and all plant owners (of which this Act applies) and these officers have several duties and powers allowing them to enter any land or building, including a plant establishment, vehicle or other place, except a dwelling place, where activities in relation to plants, plant products and other regulated articles are being carried out or are reasonably suspected of being carried out and for the purposes of determining whether this Act is being violated, shall carry out any of the following actions

- 1. examine any plant, plant product or other regulated article, where the phytosanitary officer knows or suspects that there are regulated pests present and may—
 - a. demand from the plant establishment operator or plant owner, any information or official documents relating to such regulated articles;
 - b. take samples of regulated articles and submit them for testing;
 - c. examine, make copies of, take photographs of or take extracts from any book, statement or other document found at such establishment, and demand from the plant establishment operator an explanation of any entry in such book, statement or other document;

- d. take phytosanitary action such as, but not limited to, treatment, disposal, reshipment, or confinement of plants, plant products or other regulated articles;
 - e. seize any regulated article, object, book, statement or document which appears to provide proof of a contravention of any provision of this Act, and shall provide an inventory of the items seized in the prescribed form which shall be countersigned immediately by the plant establishment operator or plant owner;
 - f. may seize and detain any plant, plant product or regulated article which is liable to forfeiture under this Act or which the officer has reasonable grounds to believe is so liable;
- 2. stop and search any person or vehicle where the phytosanitary officer has reasonable grounds to believe an offence under this Act is being committed;
 - 3. seize any plant, plant product or other regulated article where the officer has reasonable grounds for believing that it is being or has been sold, distributed or used in contravention of this Act.

Furthermore, there may be special activities that the inspector may have to carry out like submitting an inspection report. The Act states that an inspector shall, following an inspection, prepare a written inspection report which shall be submitted to the Director. The officer may also be required to serve notices if a person has failed to comply with the Act. This notice that would need to be given to the person and would need to—

- a. state the breaches which have been committed under the Act; and
- b. specify the time by which the breach shall be remedied.

2. BUSINESS NEEDS/OPPORTUNITIES

The BAHFSA is embarking on a major digitization and transformation initiative, with the introduction of an Electronic Single Window (ESW) to manage our import/export e-permits, utilization of ICT and drone technology for our food safety, plant and animal surveillance programs, it is only reasonable to reform the local inspection/permit system as well. There is an opportunity as a lead agency to review its existing processes, and procedures, analyse them; and craft a process improvement plan that reflects modern practices and standards, and that will benefit even our partner agencies.

At present, BAHFSA is transitioning into its role as a regulator and it requires several fragmented organizations to transition out of enforcement for certain activities (inspection/permitting being one of them). This transition can be easily aided by the introduction of e-permitting so that the inefficiencies of the manual system are not inherited. The utilization of excel for statistical review is common among these agencies and there is little accountability with the current system leaving gaps for both corruption and inconsistent application of standards. There is a need for automated workflow, the electronic distribution of documents, and virtual communication.

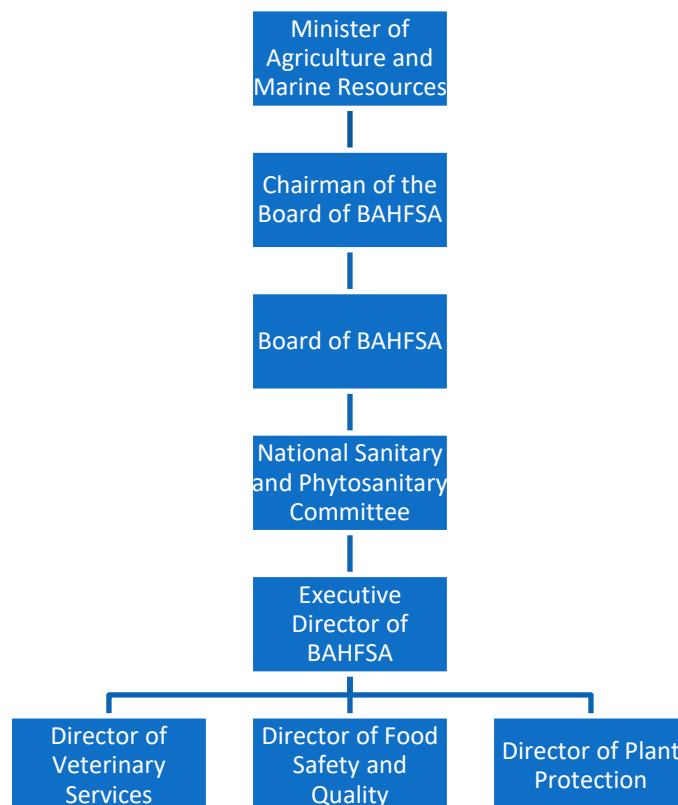
Backup is currently a manual process. There is an opportunity to transform the working of BAHFSA's inspection/permitting through the automation of the entire process. In light of the destruction reeked by Hurricane Dorian in September of 2019, it is absolutely critical to ensure the preservation of inspection/permitting matters and decisions with an approved and tested backup and recovery procedure.

3. ADMINISTRATIVE INFORMATION

3.1 PROJECT OWNERSHIP

The e-inspection project will be managed by the **BAHFSA**. All project activities are subject to protocols, policies and procedures of the Government of The Bahamas.

3.2 PROJECT ORGANIZATION CHART



3.3 AUTHORITY OF PROJECT MANAGER

BAHFSA Board has appointed the Executive Director (ED) to be the project manager who will lead project activities to successful and timely completion. The ED will liaise with and make recommendations to the Board and Sanitary and Phytosanitary (SPS) Committee, and when necessary, make project decisions. The ED could make such decisions, apply resources, and delegate responsibilities within the framework of their purview.

3.4 THE BIDDING DOCUMENTS

- (A) The Bidding Documents include:
Bahamas Electronic Inspection Management Information System: E-Inspection RFP
- (B) The **Bidders** must submit their Bids in accordance with the Bidding Documents.
- (C) The Bid shall be valid for a period of not less than one hundred and twenty (120) days from the Bid Due Date, as defined below.
- (D) Subject to the provisions of Clauses 3.8 and 4.3 herein below, the Bidding Documents and any amendments issued subsequent to this RFP Document, but before the Bid Due Date, will be deemed to form part of the Bidding Documents.
- (E) Any queries or requests for additional information concerning this RFP shall be submitted by email in accordance with Clause 4.3, or questions could be asked at the Bidders Conference which is referenced in the schedule below.
- (F) The Bidders shall be responsible for all costs associated with the preparation of their Proposals and participation in the Bidding Process. **BAHFSA** will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.

3.5 SCHEDULE OF EVENTS

Event	Date
1. Release of RFP	15 th May, 2020
2. Submission of Bidder's Clarifications Deadline	23 rd May, 2020
3. Submission of Bidder's Response Deadline	30 th May, 2019
4. Bid Due Date	12 th June, 2020
5. Tender Board Opening	16 th June, 2020
6. Product Demonstrations	17 th - 19 th June, 2020
7. Selection of Bidder	24 th June, 2020
8. Contract Negotiation Completed	24 th July, 2020
9. Proposed Commencement Date	27 th August, 2020

3.6 DUE DATES

All **proposals** are due by **4:00 p.m.** (UTC-05:00 Eastern Time) on the “Bid Due Date”. BAHFSA may in its sole discretion extend the Bid Due Date by issuing an amendment uniformly for all Bidders. Any proposal received after the Bid Due Date shall not be considered and shall be summarily rejected.

3.7 SUBMISSION OF THE PROPOSAL

Proposals must be received on or before the Bid Due Date at the Reception Desk, Ministry of Finance, Cecil Wallace-Whitfield Centre, West Bay Street, New Providence, The Bahamas and via email at kerasahall@bahamas.gov.bs and tendersboard@bahamas.gov.bs.

The Bidder shall submit **9 (nine) sealed** copies of the Proposal in separate envelopes, one marked **“Original”** and the other eight (8) marked **“Copy,”** respectively. In the event of any discrepancy between the original and the copy, the **Original** shall prevail. An electronic version shall also be provided by the Bidder via email at kerasahall@bahamas.gov.bs and tendersboard@bahamas.gov.bs.

The Proposal shall be typed and signed by the authorized signatory of the Bidder who shall also initial each page, **in blue ink**. Any alteration, additions or any other amendments made to the Bid shall be initialled by the authorized signatory of the Bidder.

All proposals will be considered final. No additions, deletions, corrections or adjustments will be accepted after the Bid Due Date.

Submissions shall be addressed to:

Chairman
Tenders Board, Ministry of Finance
Cecil Wallace-Whitfield Centre,
Cable Beach
P. O. Box N - 3017
New Providence, Bahamas
Labelled: RFP – BAHFSA
E-Inspection

Note: Please ensure that, if a third party carrier (Federal Express, UPS, DHL, USPS, etc.) is used, they are to be instructed to deliver your proposal to location specified above on or before the Bid Due Date. Neither the Government, its servants or agents or **BAHFSA** shall be liable to ensure that the Proposal is delivered to the specified location.

CONTACT

Any questions concerning the RFP including any questions on the technical specifications or Statement of Work (SOW) requirements must be submitted by written enquiry on or before the Deadline for Submission of Clarifications, as specified in the Schedule of Events at Clause 3.5 above by email to bahfsa@bahamas.gov.bs.

3.8 AMENDMENTS

At any time prior to the Bid Due Date, **BAHFSA** may alter, amend, delete or add to, in whole or in part, any terms or provisions of this RFP. **BAHFSA** may modify, amend or revise any provision of this RFP or issue an addendum at any time. **BAHFSA** will publish any such modification or amendment, revision or addendum in writing to all Bidders, by email.

In order to afford the Bidders a reasonable time for taking into account a material amendment (*the materiality of which **BAHFSA** in its own discretion may determine*) or for any other reason, **BAHFSA** may, at its own discretion, extend the Bid Due Date.

4. TERMS AND CONDITIONS

4.1 BIDDER RESPONSIBILITY

It is the Bidder's responsibility to ensure its complete comprehension of the requirements and the instructions vis-à-vis products/services/equipment requested by **BAHFSA**. To clarify any discrepancies, it is required that **Bidders submit a written inquiry** to bahfsa@bahamas.gov.bs on or before the Deadline for Submission of Clarifications, as specified in the Schedule of Events at Clause 3.5 above.

4.2 RIGHT TO REJECT ANY OR ALL BIDS

(A) Notwithstanding anything contained in this RFP, **BAHFSA** reserves the right to accept or reject any Bid and to end the Bidding Process and reject all Bids at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.

(B) **BAHFSA** reserves the right to reject any Bid if:

- (i) at any time, a material misrepresentation is made or uncovered; or
- (ii) the Bidder does not provide, within the time specified by **BAHFSA**, the clarification sought by **BAHFSA** for evaluation of the Bid in accordance with Clause 4.3;

Such misrepresentation shall lead to disqualification of the Bidder. If the Bidder is a Consortium, then the entire Consortium shall be disqualified. If the highest-ranked Bidder is disqualified after the Bids have been opened, **BAHFSA** reserves the right to negotiate with the next highest-ranking Bidder or in the sole discretion of **BAHFSA**, cancel the Bidding Process.

(C) In case it is found during the evaluation, or at any time before selection of the successful Bidder, that one or more of the qualification conditions have not been met by the Bidder,

or the Bidder has made material misrepresentation, or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith.

- (D) **BAHFSA** reserves the right to verify all statements, information and documents submitted by the Bidder in response to the Bidding Documents. Failure of **BAHFSA** to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of **BAHFSA** to disqualify any Bidder or rescind the LOA as granted under this RFP including this Clause.

4.3 CLARIFICATIONS

Bidders requiring any clarification on the RFP may notify **BAHFSA** by e-mail to bahfsa@bahamas.gov.bs and should send in their queries before the date mentioned in the Schedule of Events at Clause 3.5. **BAHFSA** shall respond to the questions raised or clarifications sought by the Bidders on or before the time specified in the Schedule of Events. **BAHFSA** shall respond to such clarifications to all Bidders without identifying the source of queries.

BAHFSA may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidders. All clarifications and interpretations issued by **BAHFSA** shall be deemed to be part of the Bidding Documents. Any verbal clarifications and information given by **BAHFSA** or its employees or representatives shall not be deemed “clarification” for the purposes of this RFP.

4.4 ANNOUNCEMENTS AND PUBLICITY

BAHFSA shall determine the timing and content of any and all announcements or public statements relating to any part of this RFP process. No Bidder shall make any public statements or release any information regarding this process without the prior approval in writing of **BAHFSA**.

4.5 CORRESPONDENCE DURING THE BIDDING PROCESS

During the Bidding Process, **BAHFSA** shall not communicate with any Bidder in relation to acceptance or rejection of any Bid. All communications concerning acceptance or rejection of Bids shall be in accordance with this RFP.

4.6 CLARIFICATIONS SOUGHT BY BAHFSA

To facilitate evaluation of Bids, **BAHFSA** may, at its sole discretion, seek clarifications from any Bidder during the evaluation period. Such clarification(s) shall be provided within the time specified by **BAHFSA** on a case-by-case basis for this purpose. Any request for clarification(s) and response(s) shall be in writing. If a Bidder does not provide clarifications requested by **BAHFSA** within the prescribed time, its Bid shall be liable to be rejected. In case the Bid is not rejected, **BAHFSA** may proceed to evaluate the Bid by construing the particulars requiring further clarification to the best of its understanding, and the Bidder shall be barred from subsequently questioning such interpretation of **BAHFSA**.

4.7 CONTACTS DURING EVALUATION

Bids shall be deemed to be under consideration immediately after they are opened and until such time **BAHFSA** makes official notification of award or rejection to the Bidders. While the Bids are under consideration, Bidders and/or their representatives or other interested parties shall refrain from contacting by any means, the Tender's Board, the Department of Information Technology, **BAHFSA** and/ or their employees, advisors and/or representatives on matters related to the Bids under consideration.

4.8 OPENING AND EVALUATION OF BIDS

The Bids shall be opened on the Opening Bid Date **at 10 a.m.** at the Ministry of Finance in the presence of Bidders who choose to attend.

BAHFSA will subsequently examine and evaluate the Bids in accordance with the provisions set out in this Section 3.

BAHFSA shall ensure that the rules for the Bidding Process for the Project are applied in a non-discriminatory, transparent and objective manner. **BAHFSA** shall not provide to any Bidder information with regard to the Project or the bidding proceedings, which may have the effect of restricting competition.

- 1) **BAHFSA** reserves the right to accept or reject any or all bids.
- 2) **BAHFSA** shall not purchase goods or services from any business owing taxes to the Government of the Commonwealth of The Bahamas.
- 3) The accepted Bidder must provide a minimum of three (3) years' warranty on the solution provided, including parts (if applicable), with a four (4) hour service response during normal working hours – 9:00am to 5:00pm. In case of an emergency, Bidders must be able to respond to a request within 24 hours or a time period deemed reasonable by **BAHFSA**.
- 4) Bidders responding to this proposal will be required to demonstrate quality assurance in their installation, repair/maintenance and service procedures.
- 5) Bidders must disclose and include as part of their proposal, all costs, products and services required for the complete solution with such costs including any and all third party Bidders.

- 6) In the case of **purchased equipment/software**, the Bidder must:
 - a. Fully configure to the user location(s) and, the equipment delivered must have proper Bidder identification (stickers) attached including the Bidder name and phone contact. Details of all equipment/software including manufacturer, model number, and serial number/license key must be delivered and documented for future reference.
 - b. In the case of critical components, it must be demonstrated that a spare components are available in the case of loss or extensive damages.
- 7) In the case of **pre-written application**, the Bidder must:
 - a. Meet at minimum 80% of the required specifications with offering and be able to meet the remaining 20% through customization/modifications and/or creation of new modules.
 - b. Be able to integrate with **BAHFSA** existing or proposed E-inspection Information System where applicable.
- 8) In the case of **custom developed application**, the Bidder must be able to prove their ability to deliver by demonstrating a comparable installed solution.
- 9) **BAHFSA** reserves the right to award more than one contract and may award different components of the Project to various Bidders where a better cost or preferred solution would be achieved.

4.9 FRAUD AND CORRUPT PRACTICES

The Bidders and their respective officers, employees, agents and advisors shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, **BAHFSA** shall reject any Bid or terminate the Bidding Process, as the case may be, without being liable in any manner whatsoever to any of the Bidders, as the case may be, if it determines that the Bidder or selected Bidder, as the case may be, has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process. In such an event, **BAHFSA** shall disqualify the Bidder from further participation in the Bid Process.

For the purposes hereof, the following terms shall have the meaning hereinafter respectively assigned to them:

“corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (*for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of **BAHFSA** who is or has been associated in any manner, directly or indirectly with the Bidding Process or the LOA or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise*

*ceases to be in the service of **BAHFSA**, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) engaging in any manner whatsoever any person in respect of any matter relating to the Project or this RFP, who at any time has been or is a legal, financial or technical advisor of **BAHFSA** in relation to any matter concerning the Project, except as in accordance with Clause 4.3;*

“fraudulent practice” means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;

“coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process;

“undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by **BAHFSA** with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; and

“restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

5. GUIDELINES FOR PROPOSAL PREPARATION

The most responsive Bidder with the most beneficial and technically compliant offer in terms of cost, functionality and other factors as specified elsewhere in this RFP will be awarded the contract.

BAHFSA reserves the right to:

- > Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Bidder,
- > Accept other than the lowest priced offer,
- > Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- > Award more than one contract.

The submitted proposals are to include, but not be limited to, each of the following sections:

1. Executive Summary	A high-level synopsis of the Bidder's responses to the RFP. The Executive Summary should be a brief overview of the engagement and should identify the main features and benefits of the proposed solution.
2. Methodology	Detailed product planning, design, build, and release approach. Should also include approach to training and knowledge transfer. All information provided will be held in strict confidence.
3. Project Management Approach	Include the method and approach to be used to manage all project related activities. Briefly describe how the engagement will progress from commencement to completion.
4. Deliverables	Include descriptions, screen samples, and reports of the proposed solution for each user story including the detailed plans for each release. See also the section on Deliverables. The bidder must show the selected user stories in the half day demonstration as scheduled.
5. Detailed and Itemized Pricing	Include a itemized cost per software application, and associated service. Provide a fee breakdown by release , which shall include estimates of travel, living expenses, shipping and handling, and third party involvement, where applicable. Specify costing for maintenance, and support agreements. Also include VAT and local taxes.
6. Company Overview	> Official registered company name, business address, TIN number, main telephone number, toll-free numbers, and facsimile numbers, e-Mail, and website address. > Key contact name, title, address (if different from above address), email, direct telephone and fax numbers.

	> Person authorized to contractually bind the organization for any proposal against this RFP. > Brief history, including year established and number of years the company has been offering an e-Inspection Solution and support services. > Include organization size and structure, and annual turnover rate of staff. > Client list.
7. Appendix: References	Three (3) current corporate references, including company name, contact name, title, address, telephone number, email, and client relationship synopsis. Value of implementation in USD\$, length of engagement (start and finish dates)
8. Appendix: Project Team Staffing	Include biographies and relevant experience of key staff and management personnel. List the key personnel who will work on this project along with their qualifications, relevant experience, as well as their specific role and responsibility for this project. Affirm that no employees working on the engagement have ever been convicted of a criminal offence either inside or outside the Commonwealth of The Bahamas. The nature of this project and solution is deemed a matter of national security and for due diligence, the following is required of the principles and partners of the company: • Copy of valid passport • Police Character Reference • Proper address (local and abroad) (All of the above copies should be apostille)
9. Appendix: Company policies on maintenance and support	Specify maintenance and support agreements and warranty information.

Bidders shall respond and document the extent to which they can meet the specific requirement or desirable feature statement of the RFP. It is to the Bidder's advantage to provide responses in enough detail that will allow the evaluators to determine how well the proposed product satisfies the requirements.

6. GENERAL RFP STIPULATIONS

6.1 DISCLOSURE OF RFP CONTENT

- A. All submissions become the property of **BAHFSA** and will not be returned to the Bidder. All conditions contained in the RFP are considered accepted by the Bidder along with any information submitted. All information submitted with the RFP, and the RFP will be handled with the strictest degree of confidentiality.
- B. Financial Statements will be exempt from examination by anyone other than personnel of **BAHFSA**, its advisors and designated government employees. **BAHFSA** will maintain the confidentiality of such financial statements to the extent provided by the laws of the Commonwealth of The Bahamas.

6.2 BIDDER'S RESPONSIBILITY WITH REGARD TO PROPOSAL

The Bidder, by submitting a proposal represents that:

- A. The Bidder has read and understood the RFP in its entirety and the proposal is made in accordance therewith.
- B. The Bidder possesses the capabilities, resources, and personnel necessary to provide efficient and successful service to **BAHFSA**.
- C. Before submitting a proposal, each Bidder shall make all investigations and examinations necessary to ascertain site and/or local conditions and requirements affecting the full performance of the contract and to verify any representations made by **BAHFSA**, upon which the Bidder will rely. If the Bidder receives an award because of its proposal submission, failure to have made such investigations and examinations will in no way relieve the Bidder from its obligations to comply in every detail with all provisions and requirements of the contract, nor will a plea of ignorance of such conditions and requirements be accepted as a basis for any claim by the Bidder for additional compensation or relief.

6.3 WAIVER OF MINOR IRREGULARITIES

BAHFSA reserves the right to waive minor irregularities in proposals, providing such action is in the best interest of **BAHFSA**. Minor irregularities are defined as those that have no adverse effect on **BAHFSA's** best interests, and will not affect the outcome of the selection process by giving the Bidder an advantage or benefit not enjoyed by other Bidders.

6.4 INCURRED EXPENSES

This RFP does not commit **BAHFSFA** to award a contract. Nor shall **BAHFSFA** be responsible for any cost or expense which may be incurred by the Bidder in preparing and submitting the proposal called for in this RFP, or any cost or expense incurred by the Bidder prior to the execution of a contract agreement.

6.5 PRESENTATIONS BY BIDDERS

- A. **BAHFSFA**, at its sole discretion, may ask individual Bidders to make oral presentations and/or demonstrations without charge to **BAHFSFA**. The purpose of an oral presentation is to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The response must be complete in all respects, as presentations and demonstrations MAY or MAY NOT be scheduled. All costs incurred by the Bidder to conduct the presentation and/or demonstration is/are the responsibility of the Bidder. Additionally, any requests for clarification, if required, will be issued in **writing** and written responses from the Bidder will become an integral part of the Bidder's response.
- B. By submitting a proposal, the Bidder certifies that the **products/services** is in productive use and capable of demonstration in the proposed configuration. In the case of a **custom developed product**, the Bidder certifies that a comparable solution is in productive use and capable of demonstration in the proposed configuration. **BAHFSFA** reserves the right to require Bidders to demonstrate the functionality of the proposed product/solution to its satisfaction prior to making an award decision. The demonstration is intended to show that the Bidder's proposed products/solutions will perform in a completely satisfactory manner, and that they will meet or exceed the performance specifications contained in the RFP. Failure by any Bidder to promptly comply with a request for demonstration could result in their proposal being rejected. Failure to reject shall not relieve the Bidder, if awarded a contract, of its obligation to fully comply with all requirements of the contract.
- C. **BAHFSFA** reserves the right to require any Bidder to demonstrate to the satisfaction of **BAHFSFA** that the Bidder has the fiscal and managerial abilities to properly furnish the products and/or services proposed and required to fulfil the contract. The demonstration must satisfy the requirements of **BAHFSFA**, and will be judged solely by the *Evaluation Committee* for compliance.

6.6 RESPONSIBILITY TO BIDDER'S PERSONNEL

The Bidder shall be responsible for ensuring that its employees, agents and subcontractors comply with all applicable laws and regulations and meet all governmental and local requirements related to their employment and position. The Bidder certifies that it does not and will not during the performance of the contract employ illegal alien workers or otherwise violate any **BAHFSA Regulations** set forth by the provisions of the **Immigration Act (Chapter 191 Statute Law of The Bahamas)**, as amended.

During the performance of the contract, the Bidder agrees to the following:

- > The Bidder shall not discriminate against any employee or applicant for employment because of race, religion, colour, sex, age, handicap or national origin, except when such condition is an occupational qualification set forth in the applicable laws of The Bahamas.
- > The Bidder shall include the provisions of the foregoing paragraphs A, B, and C above in every subcontract or purchase order so that the provisions will be binding upon each Bidder or subcontractor.
- > The Bidder and any subcontractor shall pay all employees working on this contract not less than minimum wage specified in the **Minimum Wages Act (Chapter 321B)** as amended.
- > Any information concerning **BAHFSA**, services, operations, personnel, policies or any other aspect of its business, unless it is deemed public information, learned by the Bidder or personnel furnished by the Bidder in the course of providing services pursuant to the Agreement, shall be held in the strictest of **confidence** and shall not be disclosed by the Bidder or any employee or agents of the Bidder or personnel furnished by the Bidder, without the prior **written** consent of the **Executive Director, of BAHFSA**
- > The Bidder and any subcontractors will be required to sign confidentiality statements prior to submitting a proposal.

6.7 OWNERSHIP OF INTELLECTUAL PROPERTY

All copyright and patent rights to all papers, documents, reports, forms, materials, creations, or inventions created or developed in the performance of this contract shall become the sole property of **BAHFSA**. Upon request, the Bidder shall promptly provide an acknowledgement or assignment in a tangible form satisfactory to **BAHFSA** to evidence **BAHFSA's** sole ownership of specifically identified intellectual property created or developed in the performance of the contract.

6.8 OWNERSHIP OF SOURCE CODE

In the event the Bidder ceases to maintain experienced staff and the resources needed to provide required software maintenance, **BAHFSA** shall be entitled to have, use, and duplicate for its own use, a copy of the source code and associated documentation for the software products covered by the contract. Until such time as a complete copy of such material is provided, **BAHFSA** shall have exclusive rights to possess all physical embodiments of such Bidder owned materials. The rights of **BAHFSA** in this respect shall survive for a period of twenty (20) years after the expiration or termination of the contract. All lease and royalty fees necessary to support this right are included in the initial license fee as contained in the pricing schedule. *Bidder shall indicate in the submittal whether the firm is willing to enter into a Software Escrow Agreement.*

6.9 TITLE TO SOFTWARE

By submitting a proposal, the Bidder represents and warrants that it is the sole owner of the software or, if not the owner, that it has received all legally required authorizations from the owner to license the software, has the full power to grant the rights required by this solicitation, and that neither the software nor its use in accordance with the contract will violate or infringe upon any patent, copyright, trade secret, or any other property rights of another person or organization.

7. EVALUATION FACTORS FOR AWARD

Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Bidder's responsiveness to the RFP and the price quoted for all deliverables and requirements covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Bidder:

1. The Bidder's ability to demonstrate user stories as required by the BAHFSA.
2. The extent to which the Bidder's proposed solution fulfills the BAHFSA's stated requirements as set out in each user story (Functional Requirements) and Non-Functional Requirements.
3. The extent to which the bidder's proposed product release schedule best aligns the BAHFSA's business objectives and requirements. The Schedule should show substantial value at each incremental release of the product.
4. An assessment of the Bidder's <u>ability to deliver</u> the indicated product & service in accordance with the specifications set out in this RFP.
5. Availability of sufficient high quality Bidder personnel with the required skills and experience for the specific approach proposed.
6. The Bidder's stability, experiences and record of past performance in delivering such services.
7. Scalability of product solution should also be included.
8. Overall cost of Bidder's proposal.
9. Completion of all required responses in the correct format.
10. Bidder's acceptance of BAHFSA's contractual terms and conditions.

The evaluation criteria will pay attention to bidder's information:

1. About the project management method they will use to deploy their solution to ensure timely delivery of a high value product.
2. On how they plan to provide a customer centric development approach with Human Centered Design (HCD) and co-creation.
3. On the innovative technologies they will use in their solution.

4. That shows that their team is highly skilled and cross-functional for optimized productivity level.
5. On how adaptable their development process is to allow changes that may come about due to legislation, international influence, and other internal or external reasons.
6. That shows that their solution has the ability to interoperate with other disparate systems to both push and pull information.

No award will be issued to a Vendor which has any violations or past due debt with the Government of The Bahamas.

BAHFSA may, at their discretion and without explanation to the prospective Bidders, at any time choose to discontinue this RFP without obligation to such prospective Bidders.

8. STATEMENT OF PURPOSE

8.1 PROJECT OBJECTIVES

The Bahamas Agricultural Health and Food Safety Authority (BAHFSA) would like to improve its ability to carry out its mandate of ensuring that Animal Health, Plant Health and Food Safety is not compromised. This requires the application of a comprehensively digitized system of inspection/permitting services. In doing so, it must ensure that this service is carried out in a way that firstly complies with the Law, allows for comprehensive reviews (statistical data gathering), and maximizes the efficiency of the operation.

In an effort to fulfil its mandate as stated in The Compendium of Laws made up of The Bahamas Agricultural Health and Food Safety Authority Act 2016, the Food Safety and Quality Act 2016, the Animal Health and Production Act 2016, and the Plant Protection Act, 2016, BAHFSA is procuring an e-Inspection solution to:

- a. Fully digitize BAHFSA's inspection/permitting procedures removing the need for paper in the inspection/permitting process
- b. Convert BAHFSA's inspection forms into a digital format (samples of inspection forms provided upon request)
- c. Standardize and virtually automate the workflow management process (allowing for the automated and timely scheduling/recording of inspections, assigning/recording of tasks for inspectors)
- d. Implement advanced security features consistent with industry quality standards to reduce the susceptibility of corrupt activities
- e. Provide mobile accessibility for Inspectors, clients, Directors, and other authorized users that will allow the continuation of work regardless of location. Must provide full functionality to inspectors from mobile tablet computers to carry out their inspection/permitting functions in a paperless environment.
- f. Facilitate electronic collaboration between key stakeholders and authorized users 24/7
- g. Be able to integrate with other government E-Systems such as the government cloud system.
- h. Offer a GIS component or an ability to integrate with the local Bahamas National GIS (BNGIS) system
- i. Allow for the smooth dissemination/statistical review of inspection data generated
- j. Facilitate seamless client interaction (online payments, client/inspector communication, uploading of documents, and have consistent mobile/desktop interface)
- k. Support the synergistic and efficient delivery of inspection/permitting services by making information more readily available

Particular functions that should be positively impacted through this procurement includes:

1. Creating, submitting and managing inspection reports/forms
2. Managing and reviewing Inspection data generated

3. Creating and managing inspection schedules
4. Performing paperless inspection functions
5. Documenting, distributing, and archiving inspection/permitting data
6. Migration from any existing systems

9. SCOPE OF WORK

Through the execution of this Scope of Work, BAHFSA must have the vendor's guarantee and must be able to assure Bahamian citizens of the following:

- a) The sovereignty of the Commonwealth of The Bahamas will at no time be at risk due to the lack of comprehensive consideration and appropriate action
- b) Suitable and vigorous controls will be enforced to protect data and internal workings of the Government
- c) The alignment of the delivery of scope items to organizational objectives will provide the best value for money entrusted by the Bahamian people
- d) Proposed methods and technologies conform to international standards and practices for electronic Inspection solutions.

The BAHFSA is therefore seeking an e-Inspection solution that will allow:

1. The **Executive Director (ED)** to securely access inspection/permitting documents from anywhere and at any time. The ED needs to review these documents and data to evaluate the performance of the inspection/permitting system. The ED also must have the ability to collaborate with authorized persons on inspection documents. The ED needs to be able to apply his signature and date to documents.
2. The **Director of Food Safety and Quality (DFSQ)** to securely access inspection/permitting from anywhere and at any time. The DFSQ also needs to review, edit, and search these documents in order to report on the performance of the system. The DFSQ also must have the ability to collaborate with authorized persons on inspection/permitting documents. The DFSQ needs to be able to apply their signature and date to documents. The DFSQ needs to be able to fill out/submit inspection forms electronically, review past inspections, upload photos and other data collected into their form, view their scheduled inspections, use GIS information to route their travel. The DFSQ needs to review and search these documents. The DFSQ also must have the ability to collaborate with their Director on inspection submissions. The DFSQ also needs to be able to sign and date documents.
3. The **Director of Veterinary Services (DVS)** to securely access inspection/permitting from anywhere and at any time. The DVS also needs to review, edit, and search these documents in order to report on the performance of the system. The DVS also must have the ability to collaborate with authorized persons on inspection/permitting documents. The DVS needs to be able to apply their signature and date to documents. The DVS needs to be able to fill out/submit inspection forms electronically, review past inspections, upload photos and other data collected into their form, view their

scheduled inspections, use GIS information to route their travel. The DVS needs to review and search these documents. The DVS also must have the ability to collaborate with their Director on inspection submissions.

4. The **Director of Plant Protection (DPP)** to securely access inspection/permitting from anywhere and at any time. The DPP also needs to review, edit, and search these documents in order to report on the performance of the system. The DPP also must have the ability to collaborate with authorized persons on inspection/permitting documents. The DPP needs to be able to apply their signature and date to documents. The DPP needs to be able to fill out/submit inspection forms electronically, review past inspections, upload photos and other data collected into their form, view their scheduled inspections, use GIS information to route their travel. The DPP needs to review and search these documents. The DPP also must have the ability to collaborate with their Director on inspection submissions.
5. A **Phytosanitary Officer (PO)** to securely access inspection/permitting documents from anywhere and at any time. PO's need to be able to fill out/submit inspection forms electronically, review past inspections, upload photos and other data collected into their form, view their scheduled inspections, use GIS information to route their travel. The PO needs to review and search these documents. The PO also must have the ability to collaborate with their Director on inspection submissions. The PO also needs to be able to sign and date documents.
6. A **Veterinary Officer (VO)** to securely access inspection/permitting documents from anywhere and at any time. VO's need to be able to fill out/submit inspection forms electronically, review past inspections, upload photos and other data collected into their form, view their scheduled inspections, use GIS information to route their travel. The VO needs to review and search these documents. The VO also must have the ability to collaborate with their Director on inspection submissions. The VO also needs to be able to sign and date documents.
7. A **Animal Health Inspector (AHI)** to securely access inspection/permitting documents from anywhere and at any time. AHI's need to be able to fill out/submit inspection forms electronically, review past inspections, upload photos and other data collected into their form, view their scheduled inspections, use GIS information to route their travel. The AHI needs to review and search these documents. The AHI also must have the ability to collaborate with their Director on inspection submissions. The AHI also needs to be able to sign and date documents.
8. A **Food Inspector (FI)** to securely access inspection/permitting documents from anywhere and at any time. FI's need to be able to fill out/submit inspection forms electronically, review past inspections, upload photos and other data collected into their form, view their scheduled inspections use GIS information to route their travel. The FI

needs to review and search these documents. The FI also must have the ability to collaborate with their Director on inspection submissions. The FI also needs to be able to sign and date documents.

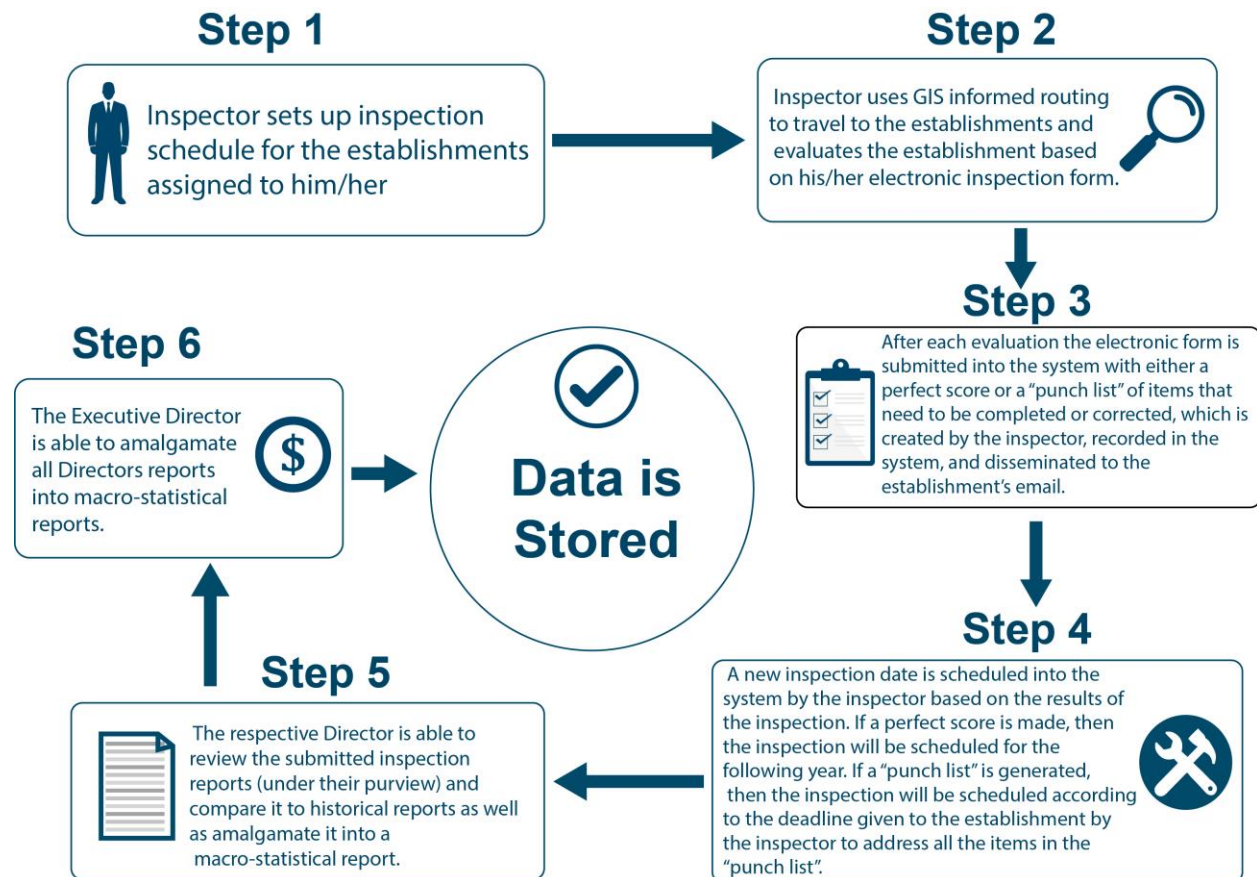
9. An **Authorized Officer (AO)** to securely access inspection/permitting documents from anywhere and at any time. AO's need to be able to fill out/submit inspection forms electronically, review past inspections, upload photos and other data collected into their form, view their scheduled inspections, use GIS information to route their travel. The AO needs to review and search these documents. The AO also must have the ability to collaborate with their Director on inspection submissions. The AO also needs to be able to sign and date documents.

The solution should also be able to:

- Track and provide an audit trail/log on functions of create, read/retrieve, and update/modify
- Documents should be versioned (with all versions supported).
- Number documents based on prescribed format for ease of identification and reference

9.1 DESIGN, DEVELOP, TEST AND DEPLOY THE E-INSPECTION SOFTWARE APPLICATION (*WITH MOBILE FUNCTIONALITY*)

The proposed e-Inspection solution should have at minimum the following concept:



9.2 DELIVERABLES

Bidders must document and deliver:

1. Approved Business Requirements based on epics and user stories provided and those discovered during elicitation.
2. Approved transformed business processes (BPR – Business Process Redesign).
3. Approved Functional Requirements and Non-Functional based on Business Requirements.
4. Completed configured product environments.
5. Project artefacts for planning, design, build and release.
6. Product releases based on Acceptance and Done Criteria (User Acceptance Test and Customer Acceptance Test for each planned release).

7. Approved Training and Knowledge Transfer strategy and plan.
8. Training and Knowledge Transfer Report
9. User, Administrator, and System materials.

9.3 USER STORIES (FUNCTIONAL REQUIREMENTS)

The Executive Director (ED)

The ED should be able to:

- a. Securely access inspection/permitting data on their device, at any time, and from anywhere.
- b. Search and retrieve documents and information on proceedings resulting from inspection/permitting activities.

The Director of Food Safety and Quality (DFSQ)

A DFSQ should be able to:

- a. Collaborate with the FI's and AO's to create inspection schedules.
- b. Securely access inspection/permitting data on their device, and from anywhere.
- c. Securely apply signature and date to select documents.
- d. Comment, edit, apply decisions (such as Pass, Fail, Defer), and apply scores to inspection reports.
- e. Fill out/submit inspection forms electronically.
- f. Review past inspections, upload photos and other data collected into their form, view their scheduled inspections, and use GIS information to route their travel.
- g. Review and search inspection documents.
- h. Sign, date and submit inspection reports, notifications, and certifications electronically to authorised users and customers.
- i. Collaborate selectively, or in entirety, with FI's and/or relevant authorized persons on inspection reports.
- j. Search and retrieve documents and information on decisions resulting from inspection/permitting activities.

The Director of Veterinary Services (DVS)

The DVS should be able to:

- a. Collaborate with the VO's, AHI's, and AO's to create inspection schedules.
- b. Securely access inspection/permitting data on their device, and from anywhere.
- c. Securely apply signature and date to select documents.
- d. Comment, edit, apply decisions (such as Pass, Fail, Defer), and apply scores to inspection reports.
- e. Fill out/submit inspection forms electronically.
- f. Review past inspections, upload photos and other data collected into their form, view their scheduled inspections, and use GIS information to route their travel.
- g. Review and search these documents.

- h. Sign, date and submit inspection reports, notifications, and certifications electronically to authorised users and customers.
- i. Collaborate selectively, or in entirety, with VO's, AHI's, and/or relevant authorized persons on inspection reports.
- j. Search and retrieve documents and information on decisions resulting from inspection/permitting activities

The Director of Plant Protection (DPP)

The DPP should be able to:

- a. Collaborate with the PO's and AO's to create inspection schedules.
- b. Securely access inspection/permitting data on their device, and from anywhere.
- c. Securely apply signature and date to select documents.
- d. Comment, edit, apply decisions (such as Pass, Fail, Defer), and apply scores to inspection reports.
- e. Fill out/submit inspection forms electronically.
- f. Review past inspections, upload photos and other data collected into their form, view their scheduled inspections, and use GIS information to route their travel.
- g. Review and search these documents.
- h. Sign, date and submit inspection reports, notifications, and certifications electronically to authorised users and customers.
- i. Collaborate selectively, or in entirety, with PO's and/or relevant authorized persons on inspection reports.
- j. Search and retrieve documents and information on decisions resulting from inspection/permitting activities

A Veterinary Officer (VO)

A VO should be able to:

- a. Collaborate with the DVS, AHI's, and AO's to create inspection schedules.
- b. Securely access inspection/permitting data on their device, and from anywhere.
- c. Securely apply signature and date to select documents.
- d. Comment, edit, apply decisions (such as Pass, Fail, Defer), and apply scores to inspection reports.
- e. Fill out/submit inspection forms electronically.
- f. Review past inspections, upload photos and other data collected into their form, view their scheduled inspections, and use GIS information to route their travel.
- g. Review and search these documents.
- h. Sign, date and submit inspection reports, notifications, and certifications electronically to authorised users and customers.
- i. Collaborate selectively, or in entirety, with DVO, AHI's, and/or relevant authorized persons on inspection reports.
- j. Search and retrieve documents and information on decisions resulting from inspection/permitting activities

A Phytosanitary Officer (PO)

A PO should be able to:

- a. Collaborate with the DPP and AO's to create inspection schedules.
- b. Securely access inspection/permitting data on their device, and from anywhere.
- c. Securely apply signature and date to select documents.
- d. Comment, edit, apply decisions (such as Pass, Fail, Defer), and apply scores to inspection reports.
- e. Fill out/submit inspection forms electronically.
- f. Review past inspections, upload photos and other data collected into their form, view their scheduled inspections, and use GIS information to route their travel.
- g. Review and search these documents.
- h. Sign, date and submit inspection reports, notifications, and certifications electronically to authorised users and customers.
- i. Collaborate selectively, or in entirety, with DPP and/or relevant authorized persons on inspection reports.
- j. The PO should be able to search and retrieve documents and information on decisions resulting from inspection/permitting activities

An Animal Health Inspector (AHI)

The AHI should be able to:

1. Collaborate with the DVS, VO's, and AO's to create inspection schedules.
2. Securely access inspection/permitting data on their device, and from anywhere.
3. Securely apply signature and date to select documents.
4. Comment, edit, apply decisions (such as Pass, Fail, Defer), and apply scores to inspection reports.
5. Fill out/submit inspection forms electronically.
6. Review past inspections, upload photos and other data collected into their form, view their scheduled inspections, and use GIS information to route their travel.
7. Review and search these documents.
8. Sign, date and submit inspection reports, notifications, and certifications electronically to authorised users and customers.
9. Collaborate selectively, or in entirety, with DVO, VO's, and/or relevant authorized persons on inspection reports.
10. Search and retrieve documents and information on decisions resulting from inspection/permitting activities

An Authorized Officer (AO)

An Authorized Officer should be able to:

1. Collaborate with their respective Director and/or other relevant authorized persons to create inspection schedules.
2. Securely access inspection/permitting data on their device, and from anywhere.
3. Securely apply signature and date to select documents.

4. Comment, edit, apply decisions (such as Pass, Fail, Defer), and apply scores to inspection reports.
5. Fill out/submit inspection forms electronically.
6. Review past inspections, upload photos and other data collected into their form, view their scheduled inspections, and use GIS information to route their travel.
7. Review and search these documents.
8. Sign, date and submit inspection reports, notifications, and certifications electronically to authorised users and customers.
9. Collaborate selectively, or in entirety, with DVO, VO's, and/or relevant authorized persons on inspection reports.
10. Search and retrieve documents and information on decisions resulting from inspection/permitting activities

The Customer

The customer should be able to:

- a. Request inspections.
- b. Agree to scheduled inspections.
- c. Receive inspection reports, notices, and certifications
- d. Communicate issues that arise related to the inspection/certification
- e. Pay for inspection related services

Persona	Story	Objective
Executive Director	 The Executive Director of BAHFSA, constantly attends many meetings and events on daily basis, both locally and internationally. He needs to use the inspection data to evaluate the performance of the Directors management of inspections (as per the legislation) and report on it to his Board.	- Securely access inspection/permitting data - Mobility - Reduction in cost, time and frustration - Electronic collaboration with authorized users - Accessibility and availability (anytime, anywhere) - Greater security of sensitive data - Ability to generate macro-statistical data
Director of Food Safety and Quality		- Securely access inspection/permitting data - Mobility

Persona	Story	Objective
	 The Director of Food Safety and Quality needs to be able to easily monitor her inspection system to ensure that inspectors are operating according to the standards set by BAHFSA. An automated system allows for the ease of management, responding arising issues, and ease of reporting.	• Reduction in cost, time and frustration • Electronic collaboration with authorized users • Accessibility and availability (anytime, anywhere) • Greater security of sensitive data • Ability to generate macro-statistical data • Automated system for scheduling and report generation.
Director of Veterinary Services (DVS)	 The Director of Veterinary Services is a technical expert in Veterinary Science, holding the role of CVO. He needs to be able to easily monitor his inspection system to ensure that inspectors are operating according to the standards set by BAHFSA. An automated system allows for the ease of management, responding arising issues, and ease of reporting.	• Securely access inspection/permitting data • Mobility • Reduction in cost, time and frustration • Electronic collaboration with authorized users • Accessibility and availability (anytime, anywhere) • Greater security of sensitive data • Ability to generate macro-statistical data • Automated system for scheduling and report generation.
Director of Plant Protection		• Securely access inspection/permitting data • Mobility • Reduction in cost, time and frustration • Electronic collaboration with authorized users

Persona	Story	Objective
	The Director of Plant Protection is an experienced plant specialist with a good familiarity with modern automated systems. She needs to be able to easily monitor her inspection system to ensure that inspectors are operating according to the standards set by BAHFSA. An automated system allows for the ease of management, responding arising issues, and ease of reporting.	• Accessibility and availability (anytime, anywhere) • Greater security of sensitive data • Ability to generate macro-statistical data • Automated system for scheduling and report generation.
Food Inspector (FI)	 The Food Inspector (FI) is trained in the identification of risks to food safety. He/she will need to be able to schedule his/her inspections, route travel with GIS precision, conduct an inspection without paper, upload photos into the inspection report, electronically record/submit inspection results, review past records of inspection, email results to clients, and collaborate with his/her Director on documents.	• Securely access inspection/permitting data • Mobility • Reduction in cost, time and frustration • Electronic collaboration with authorized users • Accessibility and availability (anytime, anywhere) • Greater security of sensitive data • Ability to generate macro-statistical data • Automated system for scheduling and report generation.
Veterinary Officer (VO)	 The Veterinary Officer (VO) is a Veterinary professional. He/she will need to be able to schedule his/her inspections, route travel with GIS precision, conduct an inspection	• Securely access inspection/permitting data • Mobility • Reduction in cost, time and frustration • Electronic collaboration with authorized users • Accessibility and availability (anytime, anywhere) • Greater security of sensitive data • Ability to generate macro-statistical data

Persona	Story	Objective
	without paper, upload photos into the inspection report, electronically record/submit inspection results, review past records of inspection, email results to clients, and collaborate with his/her Director on documents.	Automated system for scheduling and report generation.
Animal Health Inspector (AHI)	 The Animal Health Inspector (AHI) is trained in identifying threats to animal health. He/she will need to be able to schedule his/her inspections, route travel with GIS precision, conduct an inspection without paper, upload photos into the inspection report, electronically record/submit inspection results, review past records of inspection, email results to clients, and collaborate with his/her Director on documents.	- Securely access inspection/permitting data - Mobility - Reduction in cost, time and frustration - Electronic collaboration with authorized users - Accessibility and availability (anytime, anywhere) - Greater security of sensitive data - Ability to generate macro-statistical data - Automated system for scheduling and report generation.
Phytosanitary Officer (PO)	 The PO is a plant specialist that works closely with the DPP. He/she will need to be able to schedule his/her inspections, route travel with GIS precision, conduct an inspection without paper, upload photos into the inspection report, electronically record/submit inspection results, review past records of inspection,	- Securely access inspection/permitting data - Mobility - Reduction in cost, time and frustration - Electronic collaboration with authorized users - Accessibility and availability (anytime, anywhere) - Greater security of sensitive data - Ability to generate macro-statistical data - Automated system for scheduling and report generation.

Persona	Story	Objective
	email results to clients, and collaborate with his/her Director on documents.	
Customer	 The customer is a plant, animal, or food establishment owner/manager and is in need of an inspection in order to comply with BAHFSA regulations. He/she will need to be able to communicate with an inspector to schedule a time for the inspection. Once this is confirmed and paid for online the inspection is conducted. After the inspection, the customer must be able to receive an electronic copy of the inspectors report, notice, and/or certificate indicating their status.	• Communicate with inspectors • Confirm inspection scheduling • Receive inspection reports, notices, and certifications digitally • Pay for inspection related services

10. NON-FUNCTIONAL

Description of Bidder's Method, and/or Approach and Standards adhered to.	
10.1.1 INTERFACES The solution must interface and interoperate with disparate systems.	
10.1.2 HUMAN FACTORS Important product features include: usability, customization, user error handling, on-line help.	
10.1.3 SECURITY • Identification and authentication of users • Prevention of unauthorized access to and use of resources • Protect the confidentiality and integrity of information throughout its entire lifecycle • Encrypt information during transmission over unsecured communication channels	
10.1.4 RESOURCE AUDITING • Record events • Track user actions • Timestamp • Data change • Resource usage • Destination and source addresses	
10.1.5 CAPACITY Based on similar systems implemented • Peak Load (maximum capacity)	



• Concurrent requests	
10.1.6 <i>PERFORMANCE</i> • Response time • Availability • Latency • Transaction throughput • Scalability • Reliability	
10.1.7 <i>CONFIGURABILITY</i> Configuration approach for how system elements added, removed, or replaced or modified. Flexibility and ease of shaping to meet needs without technical expertise.	
10.1.8 <i>CONFIGURATION MANAGEMENT</i> Version Control for different aspects: source codes, objects code, configuration files, system documentation.	
10.1.9 <i>LANGUAGE AND LOCALIZATION</i> The language for the system is English and the system should be adapted to the locale of The Bahamas.	
10.1.10 <i>ACCESSIBILITY</i> Provide accessibility guidelines and standards	
10.1.11 <i>CLIENT ENVIRONMENT</i> Provide client environment and communication protocols. State which computing devices the solution operates correctly, efficiently, and with reasonable response time. What web browsers, if any.	
10.1.12 <i>LOOK AND FEEL</i>	



Should follow the look and feel guidelines as agreed during the design phase. Look and feel should be consistent throughout the product solution	
10.1.13 <i>TECHNICAL STANDARDS</i> • Network Level Protocol • Transport Protocol • Structured Documents and Messages • Directory and Discovery • Web Services Definition • Workflow • Remote Object Access and Activation • Programming Model	
10.1.14 <i>HARDWARE</i> • Platform • Environments (Development, Test/Training, Production, Disaster Recovery)	
10.1.15 <i>SOFTWARE QUALITY</i> • Industry practices followed • Standard coding conventions followed • Method for tracking and remediation defects and bugs	

11.COST

No.	General Product or Service Description	Name of the Product	Purchase Cost (Including 3 year maintenance cost)	Maintenance Cost per year after 3 rd Year	Lease Cost 3 years (if applicable)
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21		Click here to enter text.	Click here to enter text.	Click here to enter text.	
22		Click here to enter text.	Click here to enter text.	Click here to enter text.	
TOTAL COST =		Click here to enter text.	Click here to enter text.	Click here to enter text.	

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