



# Request for Proposal

AIS to AIM Transition – Aeronautical Data  
Management with Associated Data Sets and Services  
Phase One

Bermuda Airport Authority

RFP Release Date: 16<sup>th</sup> December 2021

Bid Submission Due Date: 28<sup>th</sup> January 2022



## Summary: RFP in One Page

The Bermuda Airport Authority (the “Authority”) is soliciting proposals from qualified and experienced service organizations (vendors) to support the transition from an established Aeronautical Information Service (AIS) to an Aeronautical Information Management (AIM) programme.

As understood and expected, a key driver in this transition from AIS to AIM is the need to achieve an uninterrupted aeronautical data chain with no loss or corruption in information, in a pre-defined format and with guaranteed accuracy and integrity. As a data chain with interrelated links, each data facilitates the origination, transmission, and use of aeronautical data for a specific purpose and output of importance to products related to enhance aeronautical safety, increase operational efficiency and greater cost-effectiveness of our air navigation system.

As ICAO has continuously confirmed, AIM Transition is one the most valuable and important enabling services to support the future growth and integrity of Global ATM concepts relying on a collaborative decision-making environment, the timely availability of high-quality electronic aeronautical, meteorological, airspace and flow management information. The goal of the Authority is full compliance with ICAO standards and recommended practices in aeronautical data quality and transmission focused on data collection, storage and availability for multiple applications.

The transition is expected to be phased in, over time, and shall require a well-planned process to a combined output for success with desired end products. Through several years the ICAO roadmap has provided the Authority with the strategic direction and major principles for the transition to AIM. The objectives, analyses and resulting lines of action for the transition from AIS to AIM are structured according to the steps as defined in the ICAO Roadmap document.

The ICAO Global commitment to the AIM Transition has established an advanced framework for a fully digital aeronautical information data supply chain and has been a major driver for enabling a modern and harmonized AIM process and service offering. For the Authority, and The Bermuda Government, the ICAO Roadmap journey began in 2007 with the collection of the first WGS-84 Survey and the resulting publication of Area Navigation (RNAV) Instrument Flight Procedures (IFP) based on the Global Navigation Satellite System (GNSS).

With Phase one of the ICAO Roadmap complete, The Authority now seeks support and services through this RFP for movement forward with the establishment of an integrated aeronautical information database capable initially of supporting outputs of an electronic Aeronautical Information Publication (eAIP) and necessary maintenance or amendment of Instrument Flight Procedures (IFP) and associated aeronautical charts.

With these goals in mind, your proposal for all or parts of the products and services to be listed are welcome for careful and confidential consideration by the Authority.

## Regulatory Requirements

The Authority wishes to procure/obtain/seek proposals to support a transition to an Aeronautical Information Management programme which meet the following criteria:

a) ICAO Roadmap for transition from AIS to AIM:

The ICAO roadmap provides the strategic direction and major principles for the transition to AIM for the Authority. Three phases of action are the goals for the Authority

- Phase 1 Consolidation
- Phase 2 Going Digital
- Phase 3 Information Management

b) Essential ICAO Annexes

- Annex 4 – Aeronautical Charts
- Annex 14 – Aerodromes
- Annex 15 – Aeronautical Information Services

c) Relevant ICAO Document to include:

- Doc 7383 - AIS Provided by States
- Doc 8126 – AIS Manual
- Doc 8168 – PANS-OPS
- Doc 8697 – Aeronautical Chart Manual
- Doc 9613 – PBN
- Doc 9674 – WGS-84 Manual
- Doc 9905 – RNP Authorization Required (AR)
- Doc 9906 – QA Manual
- Doc 10066 – PANS AIM

d) Compliance with Air Safety Support International (ASSI) Overseas Territories Aviation Requirements (OTAR)

- OTAR Part 175 Aeronautical Information Services
- OTAR Part 176 Instrument Flight Procedure Approval
  - Note Exposition and Approval Requirements
- Related Overseas Territories Aviation Circulars (OTACs)
- ASSI Link: <https://www.airsafety.aero>



## Expected Timeline

The dates below outline the tentative schedule for the RFP process. While the Authority shall make every attempt to meet the dates below, we reserve the right to modify dates as desired.

RFP Release date	<b>16<sup>th</sup> December 2021</b>
Notice of Intent to Bid due	<b>21<sup>st</sup> January 2022</b>
Deadline to submit all questions	<b>21<sup>st</sup> January 2022</b>
Bid Submission due date	<b>28<sup>th</sup> January 2022</b>

## RFP Administrators

For additional information or to address any questions you may have throughout the process, please contact us at [jsapsford@airportauthority.bm](mailto:jsapsford@airportauthority.bm) and [mbourne@airportauthority.bm](mailto:mbourne@airportauthority.bm) . Although e-mails are preferred, the direct phone line to the Authority is +1 441 242-2000 and the direct phone lines to the RFP Administrators are listed. The RFP process shall be administered by:

**Jamie Sapsford**  
Chief Operations Officer  
Bermuda Airport Authority  
T: +1 (411) 242 2004

**Mark Bourne**  
Director Air Navigation Services  
Bermuda Airport Authority  
T: +1 (411) 293 5067 x100



## 1. The Opportunity

### 1.1 Objective

The Authority is soliciting proposals from appropriately qualified vendors to provide, a Commercial of-the-self (COTS) system, with minor adjustments, and the related services to support an AIS to AIM Transition programme and associated services. It is the expectation of the Authority that Phase One of the Transition shall include the following:

- a) an Integrated Aeronautical Information Database<sup>†</sup> system.
- b) a database application which shall enable the Authority to produce an electronic AIP (eAIP)<sup>†</sup> in both a printable and visual web browser,
- c) an ICAO Annex 4 Aeronautical Charting service supported by established data sets<sup>†</sup>,
- d) an Instrument Flight Procedure (IFP) design service supported by the established data sets<sup>†</sup>
- e) appropriate training for Authority staff for system and AIM administration and operation of system applications in (a) through(d) above through the initial transfer of the existing Authority AIS and AIP data,
- f) system maintenance and support to include software and process updates, preventive and corrective maintenance, ICAO SARPs amendments, and helpdesk services through a maintenance service agreement for a three (3) year period.

<sup>†</sup> As defined in the ICAO Roadmap for the Transition from AIS to AIM.

Note: Qualified vendors may provide bids for all or part(s) of the RFP deliverables for each scope of work (SOW) listed in Section 1.7.

### 1.2 Regulatory Compliance, Accreditations and Approvals

All products and services provided shall require compliance with applicable ICAO SARPs and those references listed in the Regulatory Requirements.

In addition to these compliance requirements, the vendor must be approved by Air Safety Support International (ASSI) for services associated with Instrument Flight Procedure (IFP) design. The approved vendor shall be expected to be compliant with ASSI OTAR Part 175 and OTAR Part 176. In process applications for OTAR Part 176 Approval shall be desired and accepted at time of Bid closure. Any vendor ISO 9001 Certificates are also desired to be included in Bid submissions.

In addition, Vendors providing Charting and IAPs services are desired to provide:

- (a) Evidence their Quality Management System is accredited with ISO 9001 Certificate standards.
- (b) And as required, or be prepared to complete, an approval review from the Bermuda Civil Aviation Authority (BCAA).

### 1.3 Organizational Overview

#### 1.3.1 Bermuda Airport Authority

The Bermuda Airport Authority (the "Authority"), a Government of Bermuda quasi autonomous non-Governmental organisation, was legislatively established on March 2, 2017, through the Bermuda Airport Authority Act 2017.



As the owner of the L.F. Wade International Airport (TXKF), the Authority delivers a range of essential air navigation services including air traffic control, air traffic engineering, aeronautical information, airfield equipment maintenance, and meteorological forecasting and reporting. Additionally, the Authority is responsible for regulating airport fees and charges.

The Authority also protects Bermuda's interests and oversees – on behalf of the Government of Bermuda – the performance of aerodrome operator, Bermuda Skyport Corporation Limited (Skyport), in its 30-year concession agreement to redevelop, finance, operate, and maintain the airport passenger terminal facilities.

For additional information, please visit the Authority's website at [www.airportauthority.bm](http://www.airportauthority.bm).

### 1.3.2 Aeronautical Information Services

Aeronautical information Services currently provided by the Authority include,

- (a) a NOTAM office – issue and promulgation of NOTAMs and SNOWTAMs. Office currently operates 24/7 (to be reviewed).
- (b) a flight plan filing service – flight plans required to be submitted to the Authority using ICAO format.
- (c) NOTAM, flight plan, and aviation MET products dissemination using an Aeronautical Information System Replacement (AIS-R) terminal provided by the U.S. Federal Aviation Administration (FAA) and operated and maintained by the Authority.
- (d) Pilot briefing service consists of web page <http://www.weather.bm/aviation/> ; also provided at Fixed Base Operator. In person pilot briefing at the Authority by appointment only.
- (e) External sub-contractor currently provides AIP amendment service, charting service, instrument approach procedure design service, obstacle assessment service, and aeronautical survey service.

## 1.4 AIS to AIM Transition Plan

The Authority currently uses a Quality Management System (QMS) aligned with, but not accredited to, the ISO 9001:2015 standards; the system has been approved by the local regulator for use by the Authority as an air navigation service provider (ANSP). The Authority observes AIRAC cycles when publishing aeronautical information; and all existing aeronautical information produced for TXKF has been produced using, where applicable, the WGS-84 geodetic datum. All Instrument Flight Procedures (IFP) are designed using ICAO Doc 8168 PANS-OPS and have received Flight Validation / Inspection by approved external service providers to the Authority. The 01/2020 amendment to the Aeronautical Information Publication (AIP) of Bermuda and associated AIP supplements are available through the Authority website. The Bermuda Operating Minima are listed in the AIP.

### 1.4.1 Desired outcomes from Phase One of the Transition Plan

The Authority wishes to, with assistance from a single or multiple qualified vendors,

- Establish an in-house (or cloud-hosted) integrated Aeronautical Information database for TXKF past, existing, and future aeronautical information using an approved Aeronautical Information Conceptual AIM Model, including an ongoing database maintenance programme for a minimum of year (3) years.

- The model shall initially emphasize static data management but shall have the proven extensions to dynamic data management in the near future.
  - Vendor recommendations for in-house or cloud-hosted model shall be accepted with additional understanding of both data security and the benefit – cost support for the chosen recommendation.
  - Graphical illustration of the recommended data system model or setup are desired.
- Establish an Aeronautical Data Catalogue or suite of existing programme services (software) capabilities included and beyond Phase One of this RFP.
  - The system shall include a workflow management module integrated with all other phase one and future system additions.
  - Customization of rules for data configuration and storage
  - Data integrity checks using cyclical redundancy checks (CRC) and other quality management reports or reviews.
- Be able to produce an electronic AIP (eAIP) in-house amendment capability (software and services), which shall include aerodrome and airspace charting provided through external services during the initial phase one maintenance time period of three (3) years. The eAIP output shall support both digital data in an ICAO acceptable format and visual, web-based browser for publication.
- Be able to accept existing terrain, GIS, and obstacle data from the Authority to support IFP design, charting, and eAIP requirements.
- Establish a new vendor, possessing all the required Annex 4 and Annex 15 approvals who can provide a compliant eAIP charting service to the Authority.
  - ICAO Annex 4 Cartography expertise is expected.
- Establish a new vendor, possessing all the required approvals found in ASSI's OTARs, who can provide an ICAO DOC 8168 PANS-OPS compliant instrument approach procedure design and review service to the Authority.
- Appropriate system software and AIM training for Authority staff to administer, quality manage, produce, operate and securely save (back-up) the above deliverables.
- Appropriate system maintenance and support to include software and process updates, preventive and corrective maintenance, ICAO SARPs amendments, and helpdesk services.

The Authority shall provide all necessary support with an existing quality management system (QMS) and produce appropriate standard operating procedures to enable the ongoing AIM operation after initial training from the selected vendor or vendors.

## 1.5 Procurement of Services

The Authority is issuing this request for proposal (RFP) using an open and transparent process. The scope of services for the RFP are outlined in Section 1.7. The Authority's procurement process, as outlined in this RFP, shall comply with our Financial Instructions and other relevant regulations and legislation. We welcome a response from any firms able to meet or exceed our expectations.

## 1.6 Expectations for Response

Section 1.7 defines the Authority's overall expectations to enable the AIM Phase One transition process. By responding to this RFP, the vendor is acknowledging that your organisation can deliver all, or part, of the expected deliverables, provide relevant and helpful guidance, where appropriate, to support the integrated aeronautical information database and related technology, and submit a detailed budget of expenses required to deliver the desired outcomes. Your response to the RFP also acknowledges that your



organisation can provide relevant past and current experiences and accreditations which demonstrate your ability to meet the requirements in the RFP.

## 1.7 Scope of Work

The selected vendor(s) shall act on behalf of the Authority to design, develop, implement, and support, where applicable, the outcomes specified in Section 1.4.1 above. The selected vendor(s) shall be responsible, where applicable, for tasks, including but not limited to:

### 1.7.1 Integrated Aeronautical Information Database Application

- Establish a system architecture and graphical presentation of process flow.
  - System architecture plan to include database application process, rulemaking, development, and implementation.
- Deliver to the Authority a clear and comprehensive database application design, development, and implementation plan outlining key activities, tasks, roles, duties, and project timelines.
  - The application design shall support both static and dynamic data functions
  - Recommendations and understanding for in-house or cloud-hosted application model with benefits for the way forward.
  - The application shall provide data access to and from multiple product applications.
- Recommendations of Information Technology (IT) hardware required to support the implementation of the database, and assessment of the Authority's existing Information, Communications & Technology infrastructure, to determine the need to include hardware in the procurement proposal.
  - Two workstations and a combined server are now planned.
- Develop and provide the Authority with a Service Level Agreement detailing customer helpdesk support to include database processing, key vendor support contacts, disaster recovery, data security, software updates for programming "fixes", improvements or enhancements; and other provisions to ensure continued database functionality and data recovery over a three (3) year support plan.
- Assist the Authority with the development, and data input into the integrated database, of an Aeronautical Data Catalogue or segmented document repository relating to past, present and future aeronautical data for TXKF airport and associated operational airspace.
  - To provide database maintenance tools to organize the storage of documents, forms, tables, charts, schemas and standardized templates in support to a customer's unique data format.
  - To provide the functions or tools of data reporting and statistics.
  - To provide data integrity checks using cyclical redundancy checks (CRC) for quality management support
  - To provide customized rule making for data configuration and storage.
  - To support the Authority with a block of vendor time to transfer or support with quality review the existing Bermuda AIP data into the integrated database. The data transfer shall be both for understanding or learning the system software and to reduce the time needed to complete the aeronautical based on AIM processes.
- Provide clear and consistent project management, including updates to designated Authority staff to maintain effective stakeholder engagement, clearly define responsibility for key deliverables at each stage, and ensure the efficient and timely completion of project milestones.

### 1.7.2 Electronic AIP Publication

- Provision of a suitable software application or system which can integrate with the aeronautical information database to extract data and produce an electronic AIP (eAIP), eAIP Supplement, and eAeronautical Information Circular publications.
  - It is desired the software or system shall allow both production and maintenance of all sections associated with a standard ICAO AIP.
  - The software or system shall have an integrated workflow management with multiple user functions.
  - And the software or system shall automatically produce on each publication a cover page, list of pages to add and to delete, checklist, and table of contents.
  - And a software or system that can produce the eAIP in multiple formats to include:
    - HTML and PDF and others associated with expected internet (web browser) or aeronautical message handling systems (AMHS).
- Provision of training for up to four Authority personnel in the administration, management and operation of eAIP production using the software or system outline above. Training to include:
  - A short refresher review of ICAO AIP responsibilities and production.
  - Software or system workflow management and functionality.
- Provide clear and consistent project management, including updates to designated Authority staff to maintain effective stakeholder engagement, clearly define responsibility for key deliverables at each stage, and ensure the efficient and timely completion of project milestones.
- Develop and provide the Authority with a Service Level Agreement detailing customer support, including processes, key contacts, disaster recovery, software or system updates and other provisions to ensure continued eAIP application functionality for a period of three (3) years.

### 1.7.3 Aeronautical Charting Service

- Provision of a suitable software application or system that can integrate with the aeronautical information database to extract data and produce charting products for primary use in the eAIP publications.
- It is desired the software or system shall be based on Geographical Information System (GIS) that is in existing compliance with standard aeronautical requirements and data transfer formats.
  - With a system for archiving and maintaining charts in a shred file repository.
  - Functionality to include chart management, standard symbology, labelling, editing, output format.
  - Product output formats to include but not limited to PDF, TIFF, GeoTIFF, HTML, and JPEG.
- Provision of training for up to four Authority personnel in the administration, management and operation of charting software or system outline above. Training to include:
  - A short introduction of ICAO aeronautical cartography.
  - Software or system workflow management and functionality.
- Provide clear and consistent project management, including updates to designated Authority staff to maintain effective stakeholder engagement, clearly define responsibility for key deliverables at each stage, and ensure the efficient and timely completion of project milestones.
- Develop and provide the Authority with a Service Level Agreement detailing customer support, including processes, key contacts, disaster recovery, software or system updates and other provisions to ensure continued eAIP application functionality for a period of three (3) years.

- Support the Authority in the development of a service level agreement where an external and experienced cartographer in ICAO standards is available to support new chart creation or amendments\*. It is expected the agreement shall be for three (3) years and be based on an hourly or defined project rate.

\* The Authority is not planning to have trained and experienced staff in cartography services. It is desired and expected to use external services from time to time to review data drive charting or be in support when eAIP charting is amended or original charts created. This service provider shall be expected to be in compliance with ICAO and ASSI OTAR documents listed in the section on Regulatory Requirements.

#### 1.7.4 Instrument Approach Procedure Design & Review Service

- Provision of a system outlined in 1.7.1 that can integrate with the aeronautical information database to extract or export the necessary static and dynamic data to support design and development of Instrument Flight Procedures (IFP) and related products to include approaches, departures and arrivals.
  - The existing data on file by the Authority includes:
    - WGS-84 Survey Data now exists in Excel Spreadsheet files.
      - Includes WGS-84 benchmarks.
      - includes all aerodrome and obstacle data.
      - November 2021 Survey data
    - Basic GIS files and satellite imagery (with limitations).
    - Basic terrain modelling files.
    - Source documents for each IFP to include waypoints and fixes.
    - Flight Validation (FV)/Inspection (FI) reports.
  - The amendment requirements for this service at this time are:
    - 2018 amendment to ICAO DOC 8168 PANS OPS
    - Recent Aerodrome and Obstacle Survey (November 2021)
    - AIM Transition
- The Authority desires a vendor to provide Instrument Flight Procedure Design (IFPD) Amendment services leading to relevant approvals and final publication within an eAIP publication. All available data as listed above shall be available to the vendor.
- The Authority desires the vendor to provide an overview of services (Checklist) that shall include:
  - Understanding of approvals through ASSI OTAR 176
  - Coordination with Stakeholders (TXKF and FAA)
  - List of expected IFP changes prior to regulatory or airborne FV/FI review.
  - A FV/FI package to include source data, documents and draft charting.
  - Output of design data and source documents to be used in the system database to support eAIP text, table and Charting amendments.
- Support the Authority in the development of a service level agreement where an external and experienced IFP team or individual with experience in ICAO standards is available to support IFP amendments\*. It is expected the agreement shall be for this one-time amendment, but it should be expected additional amendments shall occur in the future.
  - The Authority is now only requesting the amendment of two (2) RNAV (GNSS) Departures and the existing seven (7) approach procedures.



\* The Authority is not planning to have trained and experienced staff in Instrument Flight Procedure Design (IFP) services. It is desired and expected to use external services from time to time to review and support IFP amendments due to ICAO requirement amendments to DOC 8168 PASN-OPS or when aeronautical data changes due to new obstacles or aerodrome development. WGS-84 Survey, and related data shall be a part of all future design projects. All IFPs shall be also reviewed by the Bermuda CAA and in coordination with the FAA. And this service provider shall be expected to be in compliance with ICAO and ASSI OTAR documents listed in the section on Regulatory Requirements.

- The Authority does not desire, or expect in the future, dedicated or specialized IFP software or system integration other than the exchange of aeronautical data in a defined and compliance AIM process to established workflow management and eAIP publication.
- Provide clear and consistent project management, including updates to designated Authority staff to maintain effective stakeholder engagement, clearly define responsibility for key deliverables at each stage, and ensure the efficient and timely completion of project milestones.

### 1.7.5 Other Database driven Software and Services Considerations (Options)

- As time permits, The Authority desires understanding and recommendation for items now being considered for Phase Two of the AIS to AIM Transition. These areas of interest are:
  - Aeronautical Message Handling system (AMHS) to support data exchange primarily between the Authority and the U. S. Federal Aviation Administration (FAA).
  - A software solution in support of an electric terrain and obstacle database (eTOD).
  - An integrated Aerodrome Mapping Database (AMDB) and system based on GIS software.
- A Rough Order of Magnitude (ROM) for budget cost would also be supportive for Phase Two.

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## 2. The Submission

### 2.1 Proposer Qualifications

Proposers may include corporations, partnerships, teams, limited liability corporations, or joint ventures. The proposing entity must be the legal entity which shall execute any Agreement.

### 2.2 Submission Requirements

A complete RFP Submission Package covering all components outlined in Section 2.2 of the RFP is required for a submission to be considered:

Required Information	Due Date	Submit to:
1. Notice of Intent to Bid	21 <sup>st</sup> January 2022*	<a href="mailto:rfp@airportauthority.bm">rfp@airportauthority.bm</a>
2. Pre-Bid Questions	21 <sup>st</sup> January 2022*	
<b>3. Submission Package (must include):</b>	28 <sup>th</sup> January 2022	
i. Proposer (Vendor) Description		
ii. Scope of Work (SOW) – Section 1.7		
iii. Response to Options- Section 1.7.5		
iv. Demonstrated Experience		
v. References		
vi. Budget Estimate, Billing Method		
vii. Vendor Public Financial Statements		
viii. Conflict of Interest Confirmation		

\* as early as possible is preferred.

#### Format

The Authority shall accept hard copy and e-mail submissions. Proposer submission e-mails must include the subject line: “AIM Transition Phase One RFP\_Submission: *\_NAME OF PROPOSING FIRM/VENDOR*” and include the submission as an attachment to the e-mail in a PDF, Microsoft Word Document or Rich Text File, or Microsoft PowerPoint document.

Hard copy submissions can be delivered by hand or mail to the following address:

Bermuda Airport Authority  
Ref: AIM RFP  
Bldg. 332 East, 11 Waller’s Point Road  
St. George’s DD 03  
Bermuda



### Deadline and Delivery

RFP submissions must be received by **4:00pm (Bermuda/Atlantic Standard Time), 28<sup>th</sup> January 2022**. All submissions shall receive a time/date stamp of arrival by the Authority. The Authority shall send a confirmation e-mail within 24 hours of submission receipt. Submissions received after the deadline shall not be accepted.

Please direct all submissions and questions to: [rfp@airportauthority.bm](mailto:rfp@airportauthority.bm)

**Jamie Sapsford**

Chief Operations Officer  
Bermuda Airport Authority

**Mark Bourne**

Director Air Navigation Services  
Bermuda Airport Authority

### Please note:

- a) Proposals are solely intended for RFP review and selection. Documents submitted during the RFP process shall not be considered the final scope of work.
- b) Costs for developing proposals or the submission process are entirely the responsibility of the proposer and shall not be reimbursed by the Authority.
- c) All information contained in submissions shall remain confidential and property of the Authority.
- d) All information contained in submissions considered as proprietary should be cleared marked and identified.

### 2.2.1 Notice of Intent to Bid

The Notice of Intent to Bid is a preliminary notice allowing the Authority to gauge interest in the RFP. Proposers must, by **5:00pm (Bermuda Time) on or before 21<sup>st</sup> January 2022**, include, in their e-mail or as an attached letter:

- a) Name of proposer (Business)
- b) Contact person (Individual)
- c) Mailing address
- d) Website
- e) E-mail address
- f) Telephone number
- g) Signature

Those Vendors who respond to the Notice of Intent to Bid shall receive direct RFP updates and Pre-Bid Questions with Answers through their provided e-mail address.

A Notice of Intent to Bid may be withdrawn by a similar letter, phone call message to +1 441 242-2000 or e-mail to [RFP@airportauthority.bm](mailto:RFP@airportauthority.bm).

### 2.2.2 Pre-Bid Questions

We welcome questions as you consider and develop your submission. Please forward all questions via e-mail to [rfp@airportauthority.bm](mailto:rfp@airportauthority.bm). We shall respond to questions via e-mail within two working days of submission. **The Pre-Bid question period shall end at 5:00pm (Bermuda Time) on 21<sup>st</sup> January 2022**. The Authority shall not accept questions regarding RFP criteria after this time. Answers to general questions (not specific to an individual proposer or submission) shall be shared with all proposers. Questions and Answers received by the Authority shall be returned by e-mail



### 2.2.3 Description of Proposer

The description provides background information on your firm. Proposers are expected to provide the following information as part of their RFP submissions:

- a) Company name
- b) Business HQ location
- c) Business address – base of core project team, and business hours
- d) Contact person – name, telephone, e-mail, fax number, and website
- e) Size of organisation (headcount)
- f) List of existing or past clients
- g) List of firm’s core competencies and services
- h) List of clients for whom you have provided web app design and development services
- i) Size of core team expected to work on the Authority’s project
- j) List of core staff, including role descriptions, resumes, qualifications, and experience
- k) List of website development, support, or hosting services generally out-sourced by the company (if-any)

### 2.2.4 Submission Contents

Each proposer must provide a thorough, detailed narrative and accounting of their knowledge, experience, and expertise relevant to the scope of work described in this RFP. Proposer submissions should demonstrate, without limitation:

- a) Core competencies and experience.
- b) Knowledge of the ICAO AIM to AIM Road.
- c) Outline of Scope of Work (SOW) with high-level details and timelines.
  - o With service level agreements showing the services or deliverables for three (3) years.
- d) A System or model capable of adding new features and services.
- e) Recommendations, as needed, related to key SOW feature or functions or listed options.

### 2.2.5 References

The proposer’s submission must include a minimum of three (3) references from previous clients.

Each reference should include the name of the client organisation, contact details, address and telephone number, and a brief description of the work completed for the client organisation.

### 2.2.6 Budget Estimate

Each proposer must submit a budget, including a proposed schedule of payments, that includes a breakdown of tasks and activities aligned with the Scope of Services (Work). While the Authority recognizes that the final scope of work and resultant costs shall be confirmed during the initial discovery phase, the Authority must be made aware of the nature and magnitude of all costs associated with each proposal.

The Authority requests the details of the budget estimate to be linked to each individual part of Section 1.7 (Scope of Work). And the individual options (section 1.7.5) as vendors may want to address. The Authority has an expectation that few vendors shall have all software and service offerings within one organization or company. An example is for Instrument Flight Procedure Design and charting services. With these



services the Authority encourages bids with combined teams or specific bids for these speciated areas of products or services.

### 2.2.7 Conflict of Interest Certification

Proposers must certify, as part of their submission, that there is no conflict of interest between any existing or previous contract, client relationship, or other activity that may limit or otherwise impact their ability to represent and advance the needs of the Authority. The proposer must also describe as part their submission, their process of identifying, disclosing, reporting, and addressing potential or real conflicts of interest that may arise in the future.

### 2.3 Shortlisting: Presentation and Interviews

In addition to the RFP Submission Package, short-listed proposers shall be required to present and interview with the Authority’s evaluation team. The exact time, location, and requirements of the presentation(s) and interview(s) shall be confirmed by the Authority post-submission.

The purpose of the interview and presentation is to allow proposers to clarify and expand on aspects of their submissions. This time also provides the Authority with an opportunity to evaluate key personnel and discuss submission elements including the proposer’s experience, performance, qualifications, quality assurance, timeline expectations, and understanding of the Authority’s context and needs.

The Presentation and interview shall be through video conferencing. Proposers must have necessary technology in place to initiate and engage stakeholders through these technologies.

### 2.4 Expected Timeline

The dates below outline the tentative schedule for the RFP process. While the Authority shall make every attempt to meet the dates below, we reserve the right to modify dates as desired:

<b>Activity [*Proposer initiated activities]</b>	<b>Anticipated Date</b>
Request for Proposal advertised	16 December 2021
<b>*Notice of Intent to Bid due</b>	21 January 2022
<b>*Clarifying questions due</b>	21 January 2022
Authority deadline to answer clarifying questions	21 January 2022
<b>*Submissions due</b>	28 January 2022
Short-listed Proposers notified by e-mail	11 February 2022
Short-listed Presentations and Interviews	Week of 21 February 2022
Authority finalizes review of Proposals	1 March 2022
Selected Proposer Notified	4 March 2022
Initial meeting with Selected Proposer	To Be Determined



## 2.5 RFP Administrators and contact details

The RFP is being administered by two Authority representatives. Please direct all communication to their attention at [rfp@airportauthority.bm](mailto:rfp@airportauthority.bm)

**Jamie Sapsford**  
Chief Operations Officer  
Bermuda Airport Authority

**Mark Bourne**  
Director Air Navigation Services  
Bermuda Airport Authority

## 2.6 Evaluation Criteria

<b>Knowledge, Experience, and Capability</b> <ul style="list-style-type: none"> <li>Collection of examples from the firm demonstrating user-friendly, visually appealing, modern websites accessed via various modern platforms</li> <li>Experience recommending appropriate technical and aesthetic solutions</li> <li>Expertise leading and collaborating with diverse stakeholders and teams</li> <li>Demonstrated application of service level agreements or similar documents</li> </ul>	40%
<b>Implementation plan, Methodology, and Approach</b> <ul style="list-style-type: none"> <li>Appropriateness of project work plan, phases, and deliverables to achieve Authority requirements and successfully meet “Scope of Work”</li> <li>Proposal of software platforms and technology to meet the Authority’s technical needs</li> <li>Quality, depth, detail, and clarity of submission</li> </ul>	30%
<b>Value and Innovation</b> <ul style="list-style-type: none"> <li>Creative, value-add package for operations, maintenance, staff training and support for all implementation plans and maintenance responsibilities</li> <li>Clear, appropriate costs for each stage of the engagement</li> <li>Innovative pricing structures including time or cost saving options</li> <li>Any additional recommendations, services and features provided</li> <li>Expansion on product or service options to support a success and complete Phase One Transition</li> </ul>	20%
<b>Availability of Key Staff</b> <ul style="list-style-type: none"> <li>Current and future availability Presentations and Interviews</li> <li>Access to appropriate electronic and remote communication tools</li> </ul>	10%
<b>Criteria Total</b>	<b>100%</b>

## 2.7 Evaluation Team

The Authority’s evaluation team shall consist of the RFP Administrators and other key staff or members from the Authority, contracted consultants, or partner organizations.



## 3. Additional Project Details

### 3.1 Authority's Rights

The Authority reserves the right to:

- a) Accept or reject any proposals and/or to reissue the RFP in its original or revised form,
- b) Modify above dates and the expected timeline,
- c) Request proposers address specific requirements not adequately covered in their initial submission, and to clarify information in the response,
- d) Award the contract to the firm that best meets the needs and interests of the Authority,
- e) Cancel this RFP at any time without penalty or cost to the Authority, and
- f) Not to award a contract if submissions are deemed by the Authority to be insufficient, incomplete or cost prohibited.

The Authority is not liable for any costs incurred by interested parties in the preparation of their response to this request. Furthermore, the Authority shall not be responsible for any liabilities, costs, express loss, or damage incurred, sustained, or suffered by any interested party, prior or after, or by reason of the acceptance, or non-acceptance by the Authority of any response, or by reason of any delay in the acceptance of the response.

In the event of any disagreement between the Authority and any proposer regarding the interpretation of the provisions of the RFP, the Chairman of the Airport Authority Board, or an individual acting in that capacity, shall make the final determination as to interpretation.

### 3.2 Proposer in Good Standing

Before awarding the RFP, the Authority reserves the right to confirm the selected firm is financially stable and in good standing with their local tax, regulatory, and insurance bodies. For Bermuda-based firms, this includes confirming firms are up to date on all required Payroll Tax, Social Insurance, and related contributions. The Authority may reject any proposal based on its subjective appraisal of the proposer's standing.

### 3.3 Bribery Act 2016

By law, the Authority must comply with Bermuda's Bribery Act 2016 (found [here](#)). The organisation and its stakeholders shall take all necessary measures to ensure compliance with this legislation.

### 3.4 Public Access to Information

Any information collected, developed, distributed or otherwise used by or on behalf of the Authority's under this RFP is subject to Bermuda's Public Access to Information Act 2010 (the "PATI Act", found [here](#).) Information may be made available to the public unless it is deemed exempt from disclosure under the PATI Act. Proposers should direct questions regarding the PATI Act to the Authority.

#### 3.4.1 Response time

Given the pace of work, the Authority require that simple or routine matters be addressed over the telephone or within twenty-four (24) hours. More complicated matters should be addressed as required, with time and resource estimates provided as practical.



### 3.4.2 Electronic Communication

E-mail, video-conferencing, and other electronic mediums shall be used extensively to review documents and transmit information. Proposers must have necessary technology in place to initiate and engage stakeholders through these technologies.

### 3.5 Errors and Omissions

This RFP is supplied solely as guidance for proposers. While considerable effort has been made to ensure the RFP is accurate and complete, the Authority shall not be held liable for any errors or omissions. The information is not guaranteed to be comprehensive or exhaustive. Nothing in the RFP is intended to prevent the proposers from forming their own opinions and conclusions regarding matters addressed in the RFP.

### 3.6 Additional items or services

Additional items or tasks not included in this RFP, but which are deemed necessary by the proposer to complete the work in an appropriate fashion, must be communicated to the Authority, with a description of the item(s) prior to the close of this RFP.

### 3.7 No Assignments

The successful proposer may not assign or transfer, in whole or in part, the agreement or rights and obligations under this RFP to any other firm or individual, without the prior written consent of the Authority. This consent shall not be unreasonably withheld.

### 3.8 Disbursements and Accounts

Proposers shall adhere to the Authority's Professional Advisor Expenses Policy (see Appendix).

### 3.9 Confidentiality

In addition to complying with any applicable laws with respect to confidentiality, the selected proposer shall not comment publicly on the nature of the agreement with the Authority, or the nature of services provided without prior written consent of the Authority. Confidential information obtained shall not be disclosed in any manner without the written approval of the Authority. All documentation containing confidential information of the Authority shall be returned to the Authority upon completion or early termination of services.

### 3.10 Return of Materials

In addition to any materials containing confidential information, upon completion or early termination of services for any reason, all material, information, data, studies, reports, designs, plans, etc., including the copyright of such material etc., shall become the sole property of the Authority. The selected proposer shall deliver all such materials to the Authority at such time at the proposer's own costs.

### 3.11 Insurance

The successful proposer shall indemnify and hold harmless the Authority, their officers, and employees from and against any and all liabilities, claims, demands, loss, cost, damages, actions, suits or other proceedings by whomsoever made, directly or indirectly arising out of the project attributable to bodily injury, sickness, disease, death or damage to, or destruction of, tangible property caused by acts or



omissions of the successful proposer, its officers, agents, servants, employees, customers, invitees or licensees, or occurring in or on the premises or any part thereof and, as a result of activities under this contract. The firm shall also demonstrate that it is insured against professional liability, the dishonesty and/or lack of fidelity of its employees, and that it has cyber insurance.

### 3.12 Indemnification

The successful proposer shall indemnify the Authority, their elected officials, officers, employees and/or agents against all claims, actions, demands and expenses arising out of any matter in relation to the successful proposer or its staff's performance or non-performance of any retainer, including but not limited to any such claims, actions, demands, and expenses resulting from the failure to exercise the reasonable care, skill, and diligence expected of consultants in the performance of services. The successful proposer shall also be responsible for any costs or damages arising from actions, errors, and omissions of any expert professionals or consultants retained by the proposer, or its agents or employees while providing services to the Authority.

### 3.13 Preferred Contact

All contact shall be via e-mail to [rfp@airportauthority.bm](mailto:rfp@airportauthority.bm)

### 3.14 Compliance with Laws

The contract shall be governed by the laws of the country of Bermuda. The successful proposer must comply with all laws and regulations in performing its obligations under any contract, without limitation.

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## Appendix

### Professional Advisor Expenses Policy

The advisor shall follow the undernoted principles in determining their reasonable expenses estimate and in applying for reimbursement for expenses from the Authority:

- a) All air travel shall be undertaken in economy class;
- b) No allowance shall be given for overhead or profit;
- c) A maximum per diem allowance of BD\$80 per day shall be allowed for FULL days whilst in Bermuda, for meals and incidentals; no per diem allowances for partial days in Bermuda shall be paid by the Authority;
- d) Communication expenses, including couriers, photocopying, printing, and facsimile, internet access, local and international phone and cellular charges shall not be allowed;
- e) The cost of administrative support provided by the advisor's staff to other members of its staff shall not be allowed and for the avoidance of doubt, this includes the preparation of billing information and invoices related to professional fees and/or expenses;
- f) The cost of electronics and software, including personal computers, presentation projection equipment, or computer aided design and drafting equipment shall not be allowed.

Advisors/RFP proposers may factor any non-allowable expenses above into their rate structure for professional fees as part of the services provided, as they so determine, at the time of submitting their proposal/RFP submission, bearing in mind that cost (including rate structure) may be part of the evaluation scoring criteria.

In addition to the above, and for the avoidance of doubt, the Authority shall not pay for advisor travel time between the advisor's home base and their place of work in Bermuda, and the Authority shall only pay for time spent performing actual duties, which are contemplated as part of the services under the proposal/engagement.

### Disbursements

The Authority shall not pay for the following fees, disbursements, or charges:

- a) Any increase in rates not in accordance with the retainer agreement;
- b) Expenses arising from ineffective file management;
- c) Staffing inefficiencies caused by the unavailability of firm personnel;
- d) Premium amounts on disbursements,
- e) Routine administrative tasks such as scheduling meetings or attendances, preparations of accounts, file organisations, form letters etc.;
- f) Hourly rates of advisors in transit, except for mileage charges to be reimbursed in accordance with the Authority's established rates or other transportation charges as agreed upon in advance by the Authority.

### Accounts

Accounts must be submitted to the CEO – or a designated official – and contain the following information:

- a) Name of the matter related to the account,
- b) Personnel who performed the matter,
- c) The date the task was performed,
- d) The hourly rate or other rate structure applicable to the matter at hand,



- e) The time – by quarter ( $\frac{1}{4}$ ) hour increments – spent for each task. Submitting time spent is not required if the time spent on the matter is not a criterion in determining costs using the applied rate structure,
- f) Detailed description of the work performed. Stating a category of work – i.e., “Research” is insufficient. Accounts must specify the type, subject matter, and purpose of the research.
- g) Detailed itemization of disbursements,
- h) Any variance of fees and disbursements from the fee structure in the initial agreement,
- i) The cumulative total of all fees and disbursements on the file to date, and
- j) The signature of the designated and accountable firm employee.

The Authority reserves the right to demand clarification of any submitted accounts. Payment shall be made only after the Authority CEO determines the account rendered is appropriate and reflective of the conducted work.

Payments shall be made net thirty (30) days upon approval of the accounts rendered. The Authority shall not pay interest on late payments.

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