Request for Proposals

for

IT Support Services

BEDC – RFP 2026/01

November 16, 2026

Bermuda Economic Development Corporation
www.bedc.bm
Sofia House, 48 Church Street,
Hamilton HM 12, Bermuda
Telephone: (441) 292-5570

BEDC – RFP 2026/01 **November 16, 2026**

Request for Proposals

IT Support Services for BEDC

1. Executive Summary

1.1 The Bermuda Economic Development Corporation (BEDC) is desirous of engaging a fully outsourced IT management vendor to provide BEDC information technology services in the areas of network analysis and technical support, systems support, computer operations support, PC desktop technical support, software integration support, telephone system support, and assistance with emerging technologies and accessories. The qualified vendor will enable BEDC to significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost, and maximize return on IT investment.

1.2 The Project Scope section, below, provides more detailed information concerning the nature of the IT Support Services desired by BEDC.

1.3 The following guidelines outline the process by which BEDC will elicit and evaluate proposals and award a contract.

2. Submission Deadline

Vendor proposals must be submitted by **5.00 pm Monday** December 14th**, 2026**. Proposals received after the deadline will be deemed non-compliant and will not be considered.

3. Proposal Submission

3.1 Proposals may be submitted via email to esmith@bedc.bm with a copy sent to couterbridge@bedc.bm. Emails that contain RFP proposal submissions should contain the following information in the subject line: **"BEDC IT Support Services - <Company Name>"**.

3.2 Proposals may also be mailed, or hand delivered to the following address:

Bermuda Economic Development Corporation
Sofia House, 48 Church Street
Hamilton HM 12
Bermuda
Attention: Erica R. Smith

3.3 All proposals and accompanying materials shall become the property of BEDC upon receipt and will not be returned.

3.4 All conditions contained within this RFP shall be considered accepted by service providers that participate in this solicitation.

3.5 All information submitted will be treated as confidential to the extent permitted by law. BEDC is subject to the Public Access to Information Act 2010 and may be required to disclose information in accordance with that Act. Vendors should clearly identify any information in their proposal they consider commercially sensitive. BEDC is not obligated to award orders or contracts to vendors that participate in the RFP process.

3.6 Provisions of this RFP and the contents of the successful proposal may be included in the final contract.

4. Vendor Response Requirements

4.1 A description of BEDC's scope for the **IT Support Services** is set forth in the Project Scope included in this RFP. Vendors should contemplate and incorporate the details of the Project Scope in their proposal submissions.

4.2 **Submissions must include the following information**:

4.2.1 **Project Methodology** – A description of the proposed approach for fulfilling the requirements of the RFP must be included. The description should set out the methodology for the project, as well as the processes that will be used to coordinate the project.

4.2.2 **Transition and Service Delivery Plan** – A description of how the vendor proposes to take over the service from the current provider, and how it will deliver the services on an ongoing basis in line with the service levels in Section 3.12 of the Project Scope and the cost schedule referred to in paragraph 4.2.5 below.

4.2.3 **Proposed Partnering Vendors Plan** – The name, address and payroll tax ID number of any proposed service provider(s) or partnering vendor(s) must be included. Additionally, the proposal must identify specific tasks, if any, that will be assigned to the partnering vendor(s). BEDC reserves the right to evaluate and refuse any partnering vendor(s) proposed.

4.2.4 **Proposed Responsibilities of BEDC** – A list of any proposed tasks/expectations of BEDC must be included in the proposal.

4.2.5 **Cost** – The proposal must include a cost schedule, in Bermuda dollars, setting out:

(a) a fixed monthly fee covering preventative maintenance, help desk support, routine support, onsite support and Microsoft 365 administration, stated for each year of the initial three-year term;

(b) hourly rates for as-needed work outside the fixed fee, stated separately for business hours, after hours, and weekends and public holidays;

(c) the cost of the initial assessment, if not included in the monthly fee;

(d) any one-off transition-in costs; and

(e) a clear list of any services excluded from the fixed fee.

4.2.6 **Social and Economic Factors** – The proposal must include the following information:

4.2.6.1 Whether the bid is a local Bermuda-owned business and if not, then the proposal requires partnering with a Bermudian firm;

4.2.6.2 The size of the business (small, medium, or large) as per the definitions contained in the Bermuda Economic Development Corporation Act 1980; and

4.2.6.3 The percentage of workforce that is Bermudian.

4.2.7 **Signature** – The proposal must contain the signature of a duly authorized officer or agent of the company submitting the proposal.

4.2.8 **Confirmation of Non-Collusion** – The proposal must contain a Certificate of Confirmation of Non-Collusion signed by a duly authorized officer or agent of the company submitting the proposal.

4.2.9 **References** – The proposal must include at least three client references, preferably including one organisation of similar size or sector, with contact details.

5. Pre-submission Information

All inquiries regarding this RFP must be made by email with **"BEDC IT Support Services RFP Inquiry"** in the subject line, by **5.00 pm Monday** November 30th, **2026**. Please send all inquiries to esmith@bedc.bm with a copy to couterbridge@bedc.bm. All vendors will be notified of the inquiries, without identifying the source, along with the response provided by BEDC by **5.00 pm Monday,** December 7th**, 2026**.

6. Vendor Responsibility

It is the responsibility of the vendor to ensure that it has a thorough understanding of the instructions and requirements set forth in this RFP. If additional information or clarification is needed, questions should be submitted in writing as described in Section 5.

7. Amendments

Prior to the submission deadline, BEDC may modify, amend or revise any guidelines and/or requirements within this RFP. BEDC will notify all vendors in writing of any change(s) to the RFP, including any change to the submission deadline and/or any subsequent date for new submissions.

8. Evaluation Process

8.1 The proposals submitted to BEDC will be evaluated in accordance with BEDC's Financial Instructions with best-practice guidance informed from the Government of Bermuda's procurement process. Although such evaluation **may** result in the award of a contract, BEDC reserves the right to decline to award a contract to any vendor pursuant to this RFP. Additionally, BEDC reserves the right to award contracts to more than one vendor pursuant to this RFP.

8.2 BEDC may evaluate the proposals in a two-stage process. If it decides to do so, the first stage will result in a short list of prospective vendors. In the second stage, the short-listed vendors may be asked to attend an interview and present their proposals before a BEDC RFP Scoring and Selection Committee prior to selection of the final vendor.

8.3 Proposals will be evaluated against the following weighted criteria:

Criterion	Weight
Technical approach, methodology and transition plan	30%
Cost	25%
Experience, qualifications and references	20%
Cybersecurity and data protection capability	15%
Social and economic factors (Bermudian ownership, business size, Bermudian workforce)	10%
Total	**100%**

8.4 If BEDC decides it wishes to proceed with engaging a vendor, it is anticipated that the successful vendor will be selected by **5.00 pm** Monday**, December** 28th**, 2026.** All vendors who submit proposals will be notified of the identity of the successful vendor.

9. Validity of the Quote

Any quote must remain open for acceptance for a period of not less than sixty (60) calendar days after the closing date of the RFP.

10. Contract

10.1 Execution by the successful vendor of a contract that outlines the Terms, Scope of Work and Costs will be required. The service provision will commence after the contract has been fully executed. BEDC shall incur no costs or liability to any vendor prior to initiation of the service provision. All contracts are subject to a final review by the BEDC Executive Director and/or BEDC Board of Directors.

10.2 **Contract Term** – The contract will be for an initial term of three (3) years, with an option for BEDC to extend for up to two (2) further periods of one (1) year each, subject to satisfactory performance. BEDC may terminate the contract for cause, or for convenience on ninety (90) days' written notice.

10.3 **Transition-In** – The successful vendor will work with BEDC and the outgoing service provider to ensure an orderly handover. This includes the transfer of system documentation, administrative credentials, and the asset inventory, without disruption to BEDC's operations.

10.4 **Exit and Handover** – On expiry or termination of the contract, the vendor must, for a period of up to sixty (60) days:

(a) cooperate fully with BEDC and any replacement provider;

(b) return all BEDC data, documentation and administrative credentials, including Microsoft 365 global administrator access; and

(c) securely delete any BEDC data held on the vendor's own systems, confirming this in writing.

10.5 **Data Ownership** – All BEDC data, configurations and documentation remain the property of BEDC at all times.

10.6 **Data Protection** – In delivering the services, the vendor will have access to personal information held by BEDC. The vendor must comply with the Personal Information Protection Act 2016 (PIPA), act only on BEDC's instructions in handling personal information, restrict access to authorised personnel, and support BEDC in meeting its own obligations under PIPA, including breach notification.

11. Acceptance and Authority to Cancel the RFP

BEDC will not be obliged to accept the lowest price or any of the proposals submitted in response to this RFP. Each vendor acknowledges and agrees that BEDC will have no liability or obligation to any vendor, except to the vendor awarded a contract, if any. BEDC reserves the right to cancel this RFP without any obligation or reimbursement for cost, materials, or time associated with the vendor's preparation of their proposal.

12. References and Qualifications

In addition to the references required under paragraph 4.2.9, before awarding a contract, BEDC reserves the right to require the vendor to submit any further evidence of qualifications it deems appropriate. This evidence may include information regarding business ownership and financial soundness, and relevant technical experience of the vendor.

13. Delivery

A public notice will be posted in the Government Gazette, the daily newspaper, and on BEDC's website. This RFP can be downloaded from BEDC's website. The RFP will also be issued through our Business Register database. In addition, it will be delivered via email upon request.

14. General

14.1 All proposals will be considered final upon receipt. No additions, deletions, corrections, or adjustments will be accepted after submission.

14.2 Proposals received after the submission deadline will be deemed non-compliant and categorised as a **"NO BID"**. The time stamp for proposals submitted electronically will be that of the BEDC email server. It is the vendor's responsibility to allow sufficient time for electronic transmission and/or physical delivery of their proposal.

14.3 Following the award and acceptance of the final contract, a letter or email will be issued as a notice to proceed to the successful vendor. Payments will be made in accordance with the terms and conditions set forth in the final contract.

15. Project Authorities

Executive Sponsor	Erica Smith, Executive Director
Project Manager	Colina Outerbridge, Acting Director of Finance, Data & Administration

16. Summary of Key Dates

Request for Proposals published	**Monday November 16, 2026, 9:00 am** (AST)
Deadline for inquiries	**Monday November 30, 2026, 5:00 pm** (AST)
Release of inquiry answers	**Monday December 7, 2026, 5:00 pm** (AST)
Submission deadline	**Monday December 14, 2026, 5:00 pm** (AST)
Vendor selection (this date subject to change and respondents will be notified accordingly)	**Monday December 28, 2026, 5:00 pm** (AST)

Project Scope

1. Introduction

1.1 The Bermuda Economic Development Corporation (BEDC) is soliciting proposals from qualified professional vendors for IT support services. The qualified vendor will provide BEDC IT services in the areas of network analysis and technical support, systems support, computer operations support, PC desktop technical support, software integration support, telephone system support, and assistance with emerging technologies and accessories. The qualified vendor would provide necessary technical services, which would enable BEDC to:

a) significantly improve information technology (IT) effectiveness,

b) enhance its quality of services, and

c) minimize its support cost and maximize return on IT investment.

1.2 The ideal vendor will resolve computer systems and network issues in accordance with the service levels set out in Section 3.12. The successful vendor will be expected to organise Help Desk service calls efficiently and to ensure that there is **no** significant computer downtime during normal working hours, generally 8:00 am to 6:00 pm, Monday through Friday. The vendor is expected to report on the status of technology issues and communicate effectively with the Director of Finance, Data, and Administration.

1.3 BEDC does not have an IT Department and is currently using an outside vendor service to provide maintenance and support on a contractual basis for its user community.

1.4 BEDC does not operate an on-premises server. BEDC's email, files, and shared data are hosted in the cloud through Microsoft 365.

1.5 BEDC has at least 20 PCs and laptops to be covered under the service and support agreement with the successful vendor. These assets are located across four buildings: two in Hamilton, one in Somerset and one in St George's. The addresses and locations are available upon request. These IT assets vary by manufacturer, age, specifications, and software versions. Windows 11 Professional is the standard operating system across all workstations. BEDC deploys Sophos as its endpoint security software.

1.6 BEDC operates a Business Register, a custom-built web application developed for BEDC to manage client membership and product information. Further details about the Business Register can be made available upon request.

1.7 BEDC has a hard-wired IT network as well as an internal wireless network.

1.8 BEDC's website was redeveloped in 2018 using WordPress and was last upgraded in 2021. Details about the website can be made available upon request.

1.9 BEDC uses Yealink desktop phones running over VoIP through a hosted provider, with more than 25 handsets across the four locations. Staff mobile devices are provided through One Communications. The vendor's role includes setup, configuration and troubleshooting of handsets and mobile devices, and liaising with the service providers online and network issues.

2. Project Objective and Concept

2.1 BEDC is looking for a maintenance and support programme to be designed under two major categories. These categories are **Preventative Maintenance** and **As Needed Maintenance**, to accommodate departmental system activities and user equipment performance.

2.2 BEDC expects the vendor proposal to define, in detail, the approach to be used in the above categories. Distinction of time and material costs for these efforts is important to billing BEDC and future budget considerations.

2.3 The details of the project scope are outlined in the following section.

3. Work Scope & Deliverables

3.1 **Initial Assessment** – Review of the inventory, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed and current processes, and recommendations for improving routine support criteria and eliminating emergency maintenance situations. The initial assessment report shall be submitted within sixty (60) days of the contract commencement date. Thereafter, an updated assessment report shall be submitted by 1 December each year while the contract is in force, to support BEDC's budget planning for the upcoming financial year.

3.2 **Desktop Application Support** – This to consist of:

3.2.1 Performance of basic support functions, including the installation of PCs, laptops, printers, peripherals, office software, copiers, phones and mobile devices; diagnosis and correction of desktop application problems; configuring of PCs and laptops for standard applications.

3.2.2 Identification and correction of user hardware and software problems, with advanced troubleshooting as needed.

3.2.3 Maintenance of an updated inventory of all computer-related hardware, to make available to BEDC personnel upon request.

3.3 **Systems and Workstation Administrative Services** – This to consist of:

3.3.1 Management of networks and computer systems, including complex applications, databases, messaging, and associated hardware, software, communications and operating systems, necessary for the performance, security, reliability and recoverability of the systems.

3.3.2 Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all Help Desk tickets for both on-site visits and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed.

3.3.3 Configuration management, including changes, upgrades, patches, etc. is maintained; management of user logins and password security is documented; support of software products relating to workstations and Microsoft 365; and timely response to repair and maintenance work for the user.

3.3.4 Administration of BEDC's Microsoft 365 environment, including user accounts and licenses, security and compliance settings, configuration of Exchange Online, SharePoint, OneDrive and Teams, monitoring of service health, and liaison with Microsoft support as needed.

3.4 **Network Administration Services** – This to consist of:

3.4.1 Maintenance and support of network equipment, including switches, firewalls, routers and other security devices.

3.4.2 Installation and maintenance of printers, scanners, network devices, et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment.

3.5 **Email, Security and Backup Efforts** – This to consist of:

3.5.1 Maintenance of BEDC's Microsoft 365 email accounts using the BEDC domain, adding, changing and/or deleting BEDC employee accounts as requested; maintenance of virus detection programmes on BEDC computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the designated BEDC person, are required.

3.5.2 Configuration of the BEDC systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the BEDC Designee, is required.

3.5.3 Requirements for a data backup policy, with procedures in place to handle daily, weekly and monthly backup of computer data and information, email and the like; and a programme to restore systems and data if computers or Microsoft 365 services go down, are required.

3.5.4 Enforcement of multi-factor authentication on all Microsoft 365 user and administrator accounts.

3.5.5 Management and monitoring of Sophos endpoint protection on all BEDC devices, including prompt investigation of security alerts.

3.5.6 Backup of BEDC's Microsoft 365 data (email, OneDrive, SharePoint and Teams) using a dedicated backup solution, with restores tested at least quarterly and results reported to BEDC.

3.5.7 Notification to BEDC within two (2) hours of becoming aware of any suspected security incident affecting BEDC systems or data, and assistance with containment, investigation and recovery.

3.5.8 Application of critical security patches to all devices within fourteen (14) days of release.

3.6 Business Register & Website – The vendor will liaise with the service providers for the Business Register and Website to ensure that they are both meeting BEDC's IT standards and integrating well, and that those platforms are maintained and functioning, including preventative maintenance and ensuring their integrity.

3.7 Planning – This to consist of:

3.7.1 Engineering, planning and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary.

3.7.2 Installation of new equipment and software, and transfer of existing data when acquired.

3.7.3 Identifying cybersecurity risks and planning new cybersecurity policies as needed.

3.8 Help Desk Support – This to consist of:

3.8.1 Implementation of Help Desk procedures under policy constraints of the successful vendor.

3.8.2 End user support that is timely, friendly and professional.

3.8.3 Urgent and emergency support must be available 24/7/365. Routine support must be available Monday – Friday from 8:00 am to 6:00 pm for BEDC employees.

3.9 End User Training – This to consist of:

3.9.1 Training for various technologies as needed. This would normally be for common software or hardware used in a business setting, or new equipment installed. This can be at the request of BEDC or when a need is identified by the vendor. The cost for training would be negotiated per training and in addition to the on-going contract services.

3.10 Onsite Support – This to consist of:

3.10.1 Regular scheduled and dedicated onsite support to address BEDC hardware and software issues. Additional onsite support may be needed for major projects.

3.11 Computer Inventory and Disposal – This to consist of:

3.11.1 Frequent hardware inventory reporting at an agreed upon time frame. Disposal of surplus electronic equipment must be coordinated with the Director of Finance, Data and Administration and comply with BEDC policies.

3.12 **Service Levels** – The vendor must meet the following response and resolution times. Vendors may propose alternative service levels but must state them clearly in their proposal.

Priority	Examples	Response	Resolution or workaround
1 – Critical	Site or Microsoft 365 outage; multiple users unable to work; suspected security breach	30 minutes, 24/7	4 business hours
2 – High	One user unable to work; key system degraded	1 business hour	8 business hours
3 – Medium	Issue with a workaround available	4 business hours	2 business days
4 – Low	Routine requests, new user setup, minor changes	1 business day	5 business days

Where onsite attendance is needed for a Priority 1 issue, a technician must be on site within four (4) hours at any of BEDC's four locations. The vendor must provide a monthly report to the Director of Finance, Data and Administration showing ticket volumes, response and resolution times against these targets, and any recurring issues.

3.13 **Not Included** – The contract to be awarded does not obligate BEDC to purchase computer equipment, hardware devices, cabling, licenses, software, et al from the successful vendor. *Replacement parts are not part of this contract.* The scope also does not include computer equipment and networks not owned by BEDC.

4. Contacts

It is anticipated that the following contacts will need to be consulted during the development of vendor responses:

Executive Sponsor	Erica Smith, Executive Director
Project Manager	Colina Outerbridge, Acting Director of Finance, Data & Administration

About BEDC

The Bermuda Economic Development Corporation (BEDC) was established in 1980 as the Bermuda Small Business Development Corporation (BSBDC). This joint venture between Bermuda's banks and the Government was formed to actively assist the development of a strong, well-managed and prosperous small business sector in Bermuda. In 2011, the BSBDC Act was amended to expand its remit. As a result, the BSBDC changed its name to BEDC to encompass its expanded legislation. Under the new legislation the Corporation performs the following functions:

a. the granting of loans or other forms of financial assistance, to assist persons in establishing, carrying on or expanding small businesses, medium-sized businesses and entities within economic empowerment zones;

b. the provision of technical advice or assistance to persons who are seeking or who are granted financial assistance;

c. to operate and manage markets;

d. to oversee and manage the development and implementation of the economic empowerment zones; and

e. the maintenance of a Register of Small Businesses, Medium-Sized Businesses and Economic Empowerment Zone Business Entities.

Further information can be found at www.bedc.bm.

REQUEST FOR PROPOSALS FORM of TENDER

All sheets form part of the tender

MANAGED SERVICE FEE

TO: EXECUTIVE DIRECTOR - BERMUDA ECONOMIC DEVELOPMENT CORPORATION

Having examined the tender documents as well as the relevant conditions affecting this work, we the undersigned, offer to provide the services for the following fees:

Fee item	**Amount (BD$)**
Monthly fee – Year 1	
Monthly fee – Year 2	
Monthly fee – Year 3	
Total fixed fee for the three-year initial term	
Hourly rate – as-needed work, business hours	
Hourly rate – as-needed work, after hours	
Hourly rate – as-needed work, weekends and public holidays	
One-off transition-in cost	

Total fixed fee for the three-year initial term:

(Figures) **BD$** _____

(Words) _____ **Bermuda Dollars**

We agree to abide by this tender for sixty (60) calendar days from the date fixed for receipt of tenders and understand that you may accept/reject any bid you may receive.

CONSULTANT INFORMATION

1. CONSULTANT'S PAYROLL TAX NO.:

2. CONSULTANT'S SOCIAL INSURANCE NO.:

FINANCIAL STABILITY
We confirm that we, the undersigned, are conducting business as a proper legal entity and are not delinquent in making payments for outstanding debts for Government receivables such as Social Insurance contributions and Payroll Tax.

If in arrears, we confirm that we have a signed agreed payment plan(s) and are making the payments as per the agreement.

SIGNED (Block Letters):

(Signature):

ON BEHALF OF:
(Company)

ADDRESS:

COMPANY EMAIL:

COMPANY PHONE NO.:
(Main/Cell)

DATED:

CERTIFICATE OF CONFIRMATION OF NON-COLLUSION

Notes for the tender/bidder

The essence of Open Tendering is that the Bermuda Economic Development Corporation shall receive bona fide competitive Tenders from all persons Tendering. In recognition of this principle, all companies submitting a tender will be required, by way of the signature of the Company Principal, to state their agreement to the statements below, which indicates that the tender has been submitted without any form of collusion.

The Certificate of Confirmation of Non-Collusion is a mandatory requirement from all bidders. Any bids submitted which do not include a signed copy of the Certificate will be wholly rejected and will not be included in the evaluation process.

If it is later found that the undertakings made below have been breached at any stage of the process, the bidder will be expelled from the process immediately. In the event that this is discovered after a contract award, legal action may be taken against the bidder and/or any party involved in the matter.

False submissions may also exclude the bidder, and any other person or company involved in collusion, from bidding for future contracts tendered by the Government of Bermuda.

Confirmation of non-collusion

We certify that this is a bona fide Tender, intended to be competitive and that I/We have not fixed or adjusted the amount of the Tender or the rates and prices quoted by or under or in accordance with any agreement or arrangement with any other person.

We confirm that we have not received any additional information, other than that contained within the tender pack, or supplementary information provided to all bidders.

We also certify that We have not done and undertake that I/We will not do at any time any of the following acts:

(a) communicating to a person other than the tender administrator the amount or approximate amount of my/our proposed Tender (other than in confidence in order to obtain quotations necessary for the preparation of the Tender for insurance); or

(b) entering into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any Tender to be submitted; or

(c) offering or agreeing to pay or give or paying any sum of money, inducement, gift/hospitality or valuable consideration directly or indirectly to any person in relation to this tender.

Signed	Date
Printed Name and Title	Company Name
Signed	Date
Printed Name and Title	Company Name