

## **Request for Proposals**



**Government of the Commonwealth of Dominica**

**Rebuild Information Communication Technology Services  
for the Government of the Commonwealth of Dominica**

25th January 2018

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## 1. Invitation for Bids

1. The purpose of this Invitation for Bids (“IFB”) is to invite competitive Bids by qualified Bidders for the Rebuild of Information Communication Technology (ICT) Services for the Government of the Commonwealth of Dominica (“GoCD”).
2. When preparing their Bids, Bidders are expected to carry out their own studies.
3. Applicable import duties, taxes and levies will be waived by the GoCD for the duration of the contract.
4. The GoCD will select the successful Bidder based on the Bid that satisfies the Bid Criteria listed further in this document. The GoCD reserves the right to accept or reject any bid, at any time prior to award of contract. GoCD also reserves the right to award Telephony and/or Networking portions of the bid to different awardees.
5. Bids must be delivered to the GoCD on or before the date and time set out in [Section 2.3](#). Late bids will not be accepted. Bids will be opened in the presence of the Bidders’ representatives who choose to attend at the address set out in [Section 8.4](#).

## 2. Instructions to Bidders (ITB)

### 2.1 Overview

The Government of the Commonwealth of Dominica (GoCD) has issued this Request for Proposals (RFP) for a rebuild of Government Telecommunications, Voice, Data & ICT Services in the Commonwealth of Dominica, in response to severe damage to the island's communications infrastructure, network and other ICT services sustained during Hurricane Maria in September 2017 and Tropical Storm Erika in August 2015, and the development of a scope of works for the design and build proposals for these requirements.

Rebuilding the GoCD network and ICT service approach should include consideration of rebuilding the country digitally to embrace a 21<sup>st</sup> century architecture, enabling a digital service platform for the GoCD, the country and businesses operating in Dominica as well as globally. The Prime Minister's vision of ***"Dominica becoming the first climate resilient nation"*** globally should serve to inspire Bidders in proposing a solution suite that enables Dominica, all its stakeholders and growing tourist and education sectors to realise this vision. The solution should enable E-Gov, e-commerce, e-education and a society which will allow the GoCD to thrive in the Caribbean, as well as globally.

Bids should consider and reflect the options and potential cost to the GoCD for the design and build of the following, detailed further in this document:

- GWAN with Primary and Secondary Core;
  - Tier 1 connectivity
  - Tier 2 connectivity
  - Tier 3 connectivity
- Data Centre services;
- Unified Communications;

### 2.2 Scope of Bids

The GoCD wishes to receive competitive Bids by qualified Bidders for the Rebuild of ICT GoCD Services.

Throughout these bidding documents, the terms "bid" and "tender" and their derivatives (bidder/tenderer," "bid/tendered," "bidding/tendering," etc.) are synonymous; day means calendar day; singular also means plural.

### 2.3 Time and Schedules

Activity	Date
Issuance of Request for Proposals	Friday 26 <sup>th</sup> January 2018
Deadline for Questions	Friday 2 <sup>nd</sup> February 2018
Deadline for Responses to Questions	Wednesday 7 <sup>th</sup> February 2018

Activity	Date
Bid Submission Deadline	Monday 19 <sup>th</sup> February 2018
Bid Evaluation Deadline	Monday 26 <sup>th</sup> February 2018
Bid Notice of Award	Friday 2 <sup>nd</sup> March 2018
Contract Signature	Friday 9 <sup>th</sup> March 2018

## 2.4 Corrupt or Fraudulent Practices

It is the policy of the GoCD, the Recipient, Bidders, suppliers and contractors and their subcontractors to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the GoCD defines for the purpose of this provision, the terms set forth below as follows:

- “corrupt practice” is the offering , giving, receiving or soliciting directly or indirectly, of anything of value to influence improperly the actions of another party;
- “fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- “collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- “obstructive practice” is deliberately destroying falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and /or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation;
- the GoCD will reject a bid for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question.

## 2.5 Eligible Bidders

A “Qualified Bidder” is one who meets, or by the date of bid acceptance, can meet all requirements for providing the services contained in these specifications.

### 3. Bidding Documents

#### 3.1 Content of Bidding Documents

The bidding documents (hereinafter, the “Bidding Documents”) are those contained within these pages.

- 3.1.1 The IFB is not part of the Bidding Documents.
- 3.1.2 The GoCD is not responsible for the completeness of the Bidding Documents and any Addenda, if they are not obtained directly from the GoCD.
- 3.1.3 The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the Bidding Document or to submit a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder’s risk and may result in the rejection of its Bid.

#### 3.2 Clarification of Bidding Documents

- 3.2.1 Prospective Bidders requiring further clarification of the Bidding Documents refer to [Section 2.3](#).
- 3.2.2 The GoCD will respond in writing to any request for clarification received as detailed in [Section 2.3](#). Copies of the GoCD’s responses will be forwarded to all interested parties including a description of the inquiry but without identifying its source. If there is an amendment from the clarification, it shall be issued following the procedure described in these Instructions to Bidders (“ITB”).

#### 3.3 Amendment of Bidding Documents

- 3.3.1 At any time prior to the deadline for submission of Bids, the GoCD may amend the Bidding Documents by issuing an Addendum.
- 3.3.2 Any Addendum thus issued shall be part of the Bidding Documents. Prospective Bidders shall promptly acknowledge receipt of each Addendum to the GoCD.
- 3.3.3 To give prospective Bidders reasonable time in which to take an Addendum into account when preparing their Bids, the GoCD may, at its discretion, extend the deadline for submission of Bids.



## 4. Preparation of Bids

### 4.1 Cost of Bids

- 4.1.1 The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the GoCD shall not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

### 4.2 Language of Bid

- 4.2.1 The Bid and all correspondence and documents related to the Bid exchanged by the Bidder and the GoCD shall be written in the Bid language stipulated in the Bid Data Sheet. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the Bid Data Sheet, in which case, for the purpose of interpretation of the Bid, the translation shall prevail.

### 4.3 Documents Comprising the Bid

- 4.3.1 The Bid submitted by the Bidder shall comprise the following:
- 4.3.2 All duly filled-in forms provided [Section 9](#).
- 4.3.3 Bid Security or Bid Securing Declaration, if required.
- 4.3.4 Written confirmation requiring the signatory of the Bid to commit the Bidder.
- 4.3.5 Documents establishing the Bidder's eligibility to Bid and its qualifications to perform the contract if its Bid is accepted.
- 4.3.6 Documentary evidence of the country of origin of the goods and services offered.
- 4.3.7 Documents establishing the eligibility and conformity to the Bidding documents (in particular, [Section 11](#), Technical Requirements) of all the goods and services which the Bidder proposes to supply under the contract.
- 4.3.8 Any other documents related requested in the Bid Data Sheet.

### 4.4 Bid Form

- 4.4.1 The Bidder shall submit the Bid Submission Form provided in [Section 9.5](#). This form must be filled in completely without changing its format and no alternative forms will be allowed. All blanks must be filled in with the required information.

#### 4.5 Value of Bids

- 4.5.1 The value of the Bid presented by the Bidder in the Bid Submission Form must fulfil the following requirements:
- 4.5.2 The Bidder shall present the value of the Bid in the prescribed form.
- 4.5.3 The Bid amount shall cover the provision of the proposed solution.

#### 4.6 Term of Contract

- 4.6.1 The contract shall be for a period of fifteen (15) years. However an option for ten (10) years can also be provided for consideration though the GOCD is not under any obligation to bind itself to such an option. However, the winning Bidder must provide a technology refresh after five (5) years in order to ensure that the network equipment and services stay abreast of current technology with the requisite bandwidth and capacity to maintain services.

#### 4.7 Bid Currencies

- 4.7.1 The Bid shall be quoted in Eastern Caribbean dollars [XCD].

#### 4.8 Bid Validity

- 4.8.1 Bids shall remain valid for the period stipulated in the Bid Data Sheet, [Section 8](#), after the deadline for Bid Submission, as specified in the Bid Data Sheet. A Bid valid for a shorter period shall be rejected by the GoCD as non-compliant.
- 4.8.2 In exceptional circumstances, prior to the expiration of the Bid Validity Period, the GoCD may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing. A Bidder may refuse the request. A Bidder agreeing to the request will not be required or permitted to modify its Bid.

#### 4.9 Bid Security

- 4.9.1 Bidders are not required to submit a Bid Security as part of this ITB.

#### 4.10 Format and Signing of Bid

- 4.10.1 The Bidder shall prepare one original of the documents comprising the Bid clearly marked "Original". In addition, the Bidder shall submit copies of the Bid, in the number specified in the Bid Data Sheet and clearly marked "Copy". In the event of discrepancy between them, the Original shall prevail.
- 4.10.2 The Bidder shall provide one (1) USB containing an electronic copy of the bid in pdf format.
- 4.10.3 The Original and all Copies of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorised to sign on behalf of the Bidder. All pages of the Bid where entries or amendments have been made shall be initialled by the person or persons signing the Bid. All pages of the Bid must be numbered.
- 4.10.4 The Bid shall contain no alterations, omissions or additions unless such corrections are initialled by the person or persons signing the Bid.

## **5. Submission and Opening of Bids**

### **5.1 Submission, Sealing and Marking of Bids**

- 5.1.1 Bidders may submit their Bids by mail or by hand, shall enclose the Original and each Copy of the Bid, including alternative Bids, if permitted, in separate sealed packages duly marking the packages as “ORIGINAL” and “COPY”. These packages containing the Original and the Copies shall then be enclosed in one single package.
- 5.1.2 The inner and outer packages shall:
  - 5.1.2.1 bear the name and address of the Bidder;
  - 5.1.2.2 be addressed to the GoCD;
  - 5.1.2.3 bear the specific identification of this Bidding Process indicated and any additional identification marks as specified in the Bid Data Sheet;
  - 5.1.2.4 bear a warning not to open before the time and date for Bid Opening; and
  - 5.1.2.5 if packages are not sealed and marked as required, the GoCD will assume no responsibility for the misplacement or premature opening of the Bid.

### **5.2 Deadline for Submission of Bids**

- 5.2.1 Bids must be received by the GoCD at the address specified no later than the time and date stipulated in the Bid Data Sheet.
- 5.2.2 The GoCD may, in exceptional circumstances and at its sole discretion, extend the deadline for submission of Bids by issuing an Addendum in which case all rights and obligations of the GoCD and the Bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

### **5.3 Late Bids**

- 5.3.1 Any Bid received by the GoCD after the deadline for submission of Bids as set out in the Bid Data Sheet, shall be declared late, rejected and will be returned unopened to the Bidder.

### **5.4 Modification and Withdrawal of Bids**

- 5.4.1 The Bidder may modify or withdraw its Bid after Bid Submission, provided that written notice is received by the GoCD prior to the deadline for submission of Bids prescribed in the Bid Data Sheet.
- 5.4.2 The Bidder’s modification or withdrawal notice shall be prepared, sealed, marked and delivered with the outer and inner envelopes additionally marked “modification” or “withdrawal” as appropriate. In the case of withdrawal, no additional copies will be required.
- 5.4.3 Bids for which withdrawal has been requested will be returned unopened.

## 5.5 Bid Opening

- 5.5.1 Except for withdrawn Bids, the GoCD will open the Bids and modifications made in the presence of Bidders' designated representatives who chose to attend, at the time; date and location stipulated in the Bid Data Sheet. The Bidders' representatives who are present shall sign a register evidencing their attendance.
- 5.5.2 Envelopes marked "Withdrawal" shall be opened first, and the name of the Bidder shall be read out. Bids for which an acceptable notice of withdrawal has been submitted shall not be opened. Subsequently, all envelopes marked "Modification" shall be opened and the submissions therein read out in appropriate detail.
- 5.5.3 All other envelopes will be opened, one at a time, and the Bidders' names, the Bid amount, Bid modifications and withdrawals, and any such other details as the GoCD may consider appropriate, will be announced by the GoCD at the opening. No Bid shall be rejected at the Bid Opening except for late Bids.
- 5.5.4 The GoCD shall prepare minutes of the Bid Opening, including the information disclosed to those present.

## **6. Evaluation of Bids**

### **6.1 Process to Be Confidential**

- 6.1.1 Information relating to the examination, clarification, evaluation, and comparison of Bids, and recommendations for the award of a Contract, shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the successful Bidder has been announced.
- 6.1.2 Any effort by a Bidder to influence the GoCD in the GoCD's Bid Evaluation, Bid Comparison, or Contract Award decisions may result in the rejection of the Bidder's Bid.
- 6.1.3 From the time of Bid Opening to the time of Contract Award, if any Bidder wishes to contact the GoCD on any matter related to the Bid, they must do so in writing to the Director of Telecommunications, Ministry of Information, Science, Telecommunications and Technology, 1<sup>st</sup> Floor, Government Headquarters, , Roseau, Commonwealth of Dominica.

### **6.2 Clarification of Bids and Contacting the GoCD**

- 6.2.1 To assist in the examination, evaluation, and comparison of Bids, the GoCD may, at its discretion, ask any Bidder for clarification of its Bid, including breakdowns of unit rates. The request for clarification and the response shall be in writing, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the GoCD in the evaluation of the Bids.

### **6.3 Examination of Bids and Determination of Responsiveness**

- 6.3.1 Prior to the detailed evaluation of Bids, the GoCD will determine whether each Bid (a) meets the eligibility criteria; (b) has been properly signed; (c) is substantially responsive to the requirements of the Bidding Documents; and (d) provides any clarification and/or substantiation that the GoCD may require to determine responsiveness.
- 6.3.2 A substantially responsive Bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviation, reservation, or omission. A material deviation, reservation or omission is one:
  - a) that affects in any substantial way the scope, quality, or performance of the Services;
  - b) that limits in any substantial way, inconsistent with the Bidding Documents, the GoCD's rights or the Bidder's obligations under the Contract; or
  - c) Whose rectification would affect unfairly, the competitive position of other Bidders presenting substantially responsive Bids.
- 6.3.3 If a Bid is not substantially responsive, it will be rejected by the GoCD and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation, reservation or omission.

#### **6.4 Non-conformities, Differences, Errors and Omissions**

- 6.4.1 If a Bid is substantially responsive, the GoCD, at its sole discretion may excuse a difference or omission, provided such difference or omission does not constitute a major alteration.
- 6.4.2 When a Bid is substantially responsive, the GoCD may request the Bidder to present, within a reasonable period of time, information or documentation necessary to correct differences or omissions related to non-critical documentary requirements. These omissions cannot be related to the value of the Bid. If the Bidder fails to deliver this information, the Bid may be rejected.
- 6.4.3 Bids determined to be substantially responsive will be checked by the GoCD for any arithmetic errors. Errors will be corrected by the GoCD as follows:
  - a) If there is an error in a total that corresponds to the sum or subtraction of subtotals, then subtotals will prevail and the total will be corrected;
  - b) when there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and
  - c) when there is a discrepancy between the unit rate and the total amount derived from the multiplication of the unit price and the quantity, the unit rate as quoted will govern, unless in the opinion of the GoCD, there is an obviously gross misplacement of the decimal point in the unit price, in which event the total amount as quoted shall govern and the unit rate shall be corrected.

#### **6.5 Examination of Terms and Conditions and Verification of Responsiveness to Technical Requirements**

- 6.5.1 The GoCD will examine all Bids to confirm that all Bid terms and conditions have been agreed by the Bidder without exception.
- 6.5.2 The GoCD will evaluate all technical aspects of the Bid to verify that all technical requirements are fulfilled without material alterations.
- 6.5.3 If after examining the terms and conditions in the Bidding Documents and evaluating the technical aspects of the Bid, the GoCD determines that the Bid is not substantially responsive, the Bid will be rejected.

#### **6.6 Evaluation of Bids**

- 6.6.1 The GoCD will evaluate only the Bids determined to be substantially responsive.

#### **6.7 Comparison of Bids**

- 6.7.1 The GoCD will compare all substantially responsive Bids in accordance with the methodology described herein.

### **6.8 Post-qualification**

- 6.8.1 The GoCD will determine to its satisfaction whether the Bidder that submitted the highest-ranked Bid is qualified to perform the Contract satisfactorily.
- 6.8.2 This determination will be based on the documentary evidence of Bidder qualifications presented as directed.
- 6.8.3 An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's Bid, in which event the GoCD will proceed to the next highest ranked bid to make a similar determination of that Bidder's capabilities to perform the Contract satisfactorily. This process will continue until an affirmative determination is obtained.

### **6.9 GoCD's Right to Accept Any Bid and to Reject Any or All Bids**

- 6.9.1 The GoCD reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids, at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the GoCD's action.



## 7. Award of Contract and Service Agreement

### 7.1 Award Criteria

- 7.1.1 The GoCD will award the Contract and Service Agreement to the Bidder whose Bid has been determined by the GoCD to have met and/or exceeded the evaluation criteria outlined in [Section 9](#), and is substantially responsive to the Bidding Documents, if and only if the GoCD determines that the Bidder is qualified, to execute the Contract and Service Agreement satisfactorily.
- 7.1.2 The successful Bidder will be awarded a contract to provide a Rebuild of Information Communication Technology GoCD Services.

### 7.2 Notification of Award

- 7.2.1 Prior to expiration of the period of Bid Validity prescribed by the GoCD, the GoCD will notify the successful Bidder in writing that its Bid has been accepted.
- 7.2.2 Upon the successful Bidder's furnishing of the signed Contract and Service Agreement, the GoCD will promptly notify each unsuccessful Bidder.

### 7.3 Signing of Contract

- 7.3.1 At the same time that the GoCD notifies the successful Bidder that its Bid has been accepted, the GoCD will enter into a Contract and Service Agreement, incorporating all agreements between the parties.
- 7.3.2 If the successful Bidder is a Consortium that had not been established at the time of Bid submission, it must present a copy of the Joint Venture Agreement entered into by all Bidders as a prerequisite before signing the Contract and Service Agreement.
- 7.3.3 The successful Bidder's Consortium leader must present documentary evidence that it has the required authorisations to provide the services, as a prerequisite before signing the Contract Agreement.
- 7.3.4 The successful Bidder and the GoCD shall sign the Contract and Service Agreement within fourteen (14) days of notice of award. If appropriate, a copy of the Joint Venture Agreement must also be provided at this time.
- 7.3.5 Failure of the successful Bidder to comply with the requirements shall constitute a breach of Contract and Service Agreement, cause for annulment of the award and any such other remedy the GoCD may take under the Contract and Service Agreement, and the GoCD may resort to awarding the Contract to the next highest ranked Bidder.

## 8. Bid Data Sheet (BDS)

The following specific data about this IFB shall complement, supplement or amend the provisions in the ITB. Whenever there is a conflict, the provisions herein shall prevail over those in the ITB.

### 8.1 General

ITB Clause Reference	
ITB 8.1.1	The GoCD of the Commonwealth of Dominica
ITB 8.1.2	The Contractor(s) will be expected to provide a Rebuild of Telecommunications Voice, Data & Information Communication Technology GoCD Services.

### 8.2 Contents of the Bidding Documents

ITB 8.2.1	<p>Prospective Bidders may also seek clarification by contacting the GoCD by email no later than Friday 2<sup>nd</sup> February 2018 at 4:00 pm local time at the GoCD's address:</p> <p>The Director of Telecommunications, Ministry of Information, Science, Telecommunications and Technology 1<sup>st</sup> Floor, GoCD Headquarters, Roseau, Commonwealth of Dominica</p> <p>Email: thomasb@dominica.gov.dm</p>
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### 8.3 Preparation of Bids

ITB 8.3.1	The language of the bid shall be English.
ITB 8.3.2	The Bid Price shall be quoted in Eastern Caribbean Dollars ("XCD") and payments will only be made in Eastern Caribbean dollars ("XCD").
ITB 8.3.3	The validity period of the Bid shall be forty-five (45) days from the deadline for submission of bids.
ITB 8.3.4	No Bid Security is required.
ITB 8.3.5	Number of original and copies of the bid to be presented: One original and two copies, and one USB containing an electronic copy in pdf format.

#### 8.4 Submission and Opening of Bids

ITB 8.4.1	<p>The inner and outer packages shall bear the following additional identification marks:</p> <p><b>Bid Name:</b> The Rebuild of Telecommunications, Data &amp; ICT GoCD Services</p> <p>The address for submission of the bids is:</p> <p>The Director of Telecommunications,</p> <p>1<sup>st</sup> Floor, GoCD Headquarters Roseau Commonwealth of Dominica</p>
ITB 8.4.2	<p>The deadline for the Bid Submission is at the following date and time: Monday 19<sup>th</sup> February 2018 at 4:00 pm local time.</p>
ITB 8.4.3	<p>The Bids shall be opened on Monday 19<sup>th</sup> February 2018 at 4:05 pm local time in the Conference Room of:</p> <p>Ministry of Housing, Land and Resource Management 1<sup>st</sup> Floor GoCD Headquarters Roseau Commonwealth of Dominica</p>

## 9. Evaluation and Qualification Criteria

### 9.1 Evaluation

- 9.1.1 The information submitted by the Bidders in response to this IFB will be the sole basis for selection. Provided that the Bid is substantially responsive, the GoCD reserves the right to request Bidders to provide additional information and documents to assist them in evaluating the Bids. However, the GoCD will not assist Bidders to supplement Bids which are otherwise deficient or non-compliant. Failure to provide additional information within the identified timeframe may result in a Bid being determined non-responsive.
- 9.1.2 The GoCD will assess the responsiveness of the Bids and will reject any Bids that fail to substantially meet the requirements identified in this IFB.
- 9.1.3 The evaluation committee will review and evaluate the Bids according to the following criteria:

Compliance with the BDS	50 points
Service Management/Experience	25 points
Commercial Value	25 points

A further 25 points can be awarded at the discretion of the GoCD based upon Bidder's support to the Commonwealth of Dominica in the aftermath of the recent Hurricane Maria. This will be a single award of the full value 25 points to a single Bidder, should a Bidder qualify. The GoCD encourages Bidders to provide a one page summary of their support for consideration.

Furthermore, an additional 25 points can be earned by Bidders exceeding the requirements in the BDS and that equates to greater value for the GoCD. Award shall be determined solely by the GoCD and shall be awarded to a single Bidder based upon their proposal.

The highest scoring Bidder as determined by the GoCD will be awarded this Contract.

### 9.2 Bidder Qualification

- 9.2.1 The GoCD will review the qualifications of the Bidder who has successfully met the Bid qualification criteria. The Bidder will be considered qualified if the Bidder demonstrates that it meets the qualification requirements set out below.
- 9.2.2 If the Bidder(s) is/are considered qualified, then this Bidder will be treated as the successful Bidder(s); otherwise, the Bidder(s) that scores next highest against the qualification criteria will be selected. This process will continue until a successful Bidder is selected.

### 9.3 Requirements for Bidder Qualification

**9.3.1 Financial Capacity:** The Bidder shall provide documentary evidence proving its compliance with the following financial requirements for the last fiscal year in its country of origin (the country where it is registered), such as audited financial statements:

**Minimum equity:** The Bidder's equity value shall be at least equal to the 1.5 times the value of the Bid price. Where the equity is not expressed in XCD, it will be converted into XCD according to the Eastern Caribbean Central Bank exchange rate on the day of closure of the fiscal year presented by the Bidder.

**9.3.2 Operational Capacity:** The Bidder must provide documentary evidence that it has the operational and management capabilities to ensure that it can undertake the supply of IT equipment at least 2 years active involvement in such activities anywhere in the Caribbean.

**9.3.3 SLA Requirement:** The Bidder must provide detailed documentation on Service Level Agreements and remediation plans in the event that SLAs are not met for a specific period. Documentation should also be provided on financial responsibilities of the Bidder when SLAs are not met. The Government of the Commonwealth of Dominica reserves the right to institute remedial penalties against the Bidder when Service Level Agreements targets are not met using industry standard best practices.



### 9.4 Bidder Information Form

*[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]*

Date: *[insert date (as day, month and year) of Bid Submission]*

Page \_\_\_\_\_ of \_\_\_\_\_ pages

1. Bidder's Legal Name <i>[insert Bidder's legal name]</i>
2. In case of JV, legal name of each party: <i>[insert legal name of each party in JV]</i>
3. Bidder's actual or intended Country of Registration: <i>[insert actual or intended Country of Registration]</i>
4. Bidder's Year of Registration: <i>[insert Bidder's year of registration]</i>
5. Bidder's Legal Address in Country of Registration: <i>[insert Bidder's legal address in country of registration]</i>
6. Bidder's Authorized Representative Information  Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>

### 9.5 Bid Submission Form

*[The Bidder shall fill in this Form in accordance with the instructions indicated No alterations to its format shall be permitted and no substitutions shall be accepted.]*

Date: *[insert date (as day, month and year) of Bid Submission]*

To: *[insert complete name of the GoCD]*

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents, including Addenda No.: \_\_\_\_\_ *[insert the number and issuing date of each Addenda]*.
- (b) We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Technical Requirements Section, the following Services \_\_\_\_\_ *[insert a brief description of the Goods and Related Services]*.
- (c) The Bid Price is: *[insert the total Bid price in words and figures, indicating the various amounts and the respective currencies]*

	Bid Price		
Term	Value in words	Value in figures	Currency
15 Years			XCD

- (d) Our Bid shall be valid for the period of time specified in ITB Sub-Clause 8.3.3, from the date fixed for the Bid submission deadline in accordance with ITB Sub-Clause 8.4.2, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
- (e) We understand that this Bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.
- (f) We understand that you are not bound to accept the lowest evaluated Bid or any other Bid that you may receive.



Signed: \_\_\_\_\_ *[insert signature of person whose name and capacity are shown]*

In the capacity of \_\_\_\_\_ *[insert legal capacity of person signing the Bid Submission Form]*

Name: \_\_\_\_\_ *[insert complete name of person signing the Bid Submission Form]*

Duly authorized to sign the bid for and on behalf of: \_\_\_\_\_ *[insert complete name of Bidder]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

9.6 Bidder Qualification Form (1/2)

*[The Bidder shall fill in this Form in accordance with the instructions indicated No alterations to its format shall be permitted and no substitutions shall be accepted.]*

Date: *[insert date (as day, month and year) of Bid Submission]*

EXPERIENCE OF BIDDER

Description of similar projects within the Caribbean, activities and services undertaken by the Bidder	Dates	Locations

The Bidder will fill in this table detailing projects, activities and services of similar scope to that covered by this Bid.

### 9.7 Bidder Qualification Form (2/2)

*[The Bidder shall fill in this Form in accordance with the instructions indicated No alterations to its format shall be permitted and no substitutions shall be accepted.]*

Date: *[insert date (as day, month and year) of Bid Submission]*

#### FINANCIAL CAPABILITY OF THE BIDDER

Financial Information in US\$ equivalent	Last fiscal year of the country where the Bidder is registered
Balance Sheet Information	
Shareholder's Equity	
Liquid Assets	

The Bidder will attach to its Bid a photocopy of the Balance Sheet and Income Statements for the last fiscal year. The financial statements must be audited and certified by an internationally recognised audit firm or a recognised Chartered or Certified Accountant or Accounting firm.

## **10. Payment Schedule**

### **10.1 Payment Schedule**

As part of the Contract negotiations, the GoCD and the successful Bidder shall mutually agree on the terms of Payment for the Contract. Bidders are requested to propose a Payment Schedule as part of their Bid Submission.

## 11. Technical Requirements

### 11.1 Assessments

The successful Bidders will undertake site surveys and advise the GoCD of any site works and costs required prior to the installation of GWAN, LAN and end user equipment including:

- site risks,
- security,
- resilience,
- OEM environmental specifications (dust, temperature, humidity) and controls,
- electrical supply,
- rack or cabinets,
- fire protection,
- structured cabling,
- UPS.

Survey visits will be scheduled and facilitated by the GoCD.

The successful Bidder may be required to undertake the necessary site works and must have the necessary resources for this activity to meet the GoCD's deployment priorities and schedule.

### 11.2 Network

The GoCD will require a service structure that can be applied to site types based on the type of Ministry, the traffic within that site, the services that should be hosted at the site and the number of users. Based on these requirements, it is recommended that the sites be placed into site type categories such as Core and Tiers 1 to 3.

Please be guided by the bandwidth requirements for the Tier structured sites:

- Tier 1 – 200MG redundant connectivity
- Tier 2 – 100MG redundant connectivity
- Tier 3 – 50MB connectivity

Please also be guided by the number of site types below:

- Tier 1 – 9 sites
- Tier 2 – 98 sites
- Tier 3 – 124 sites

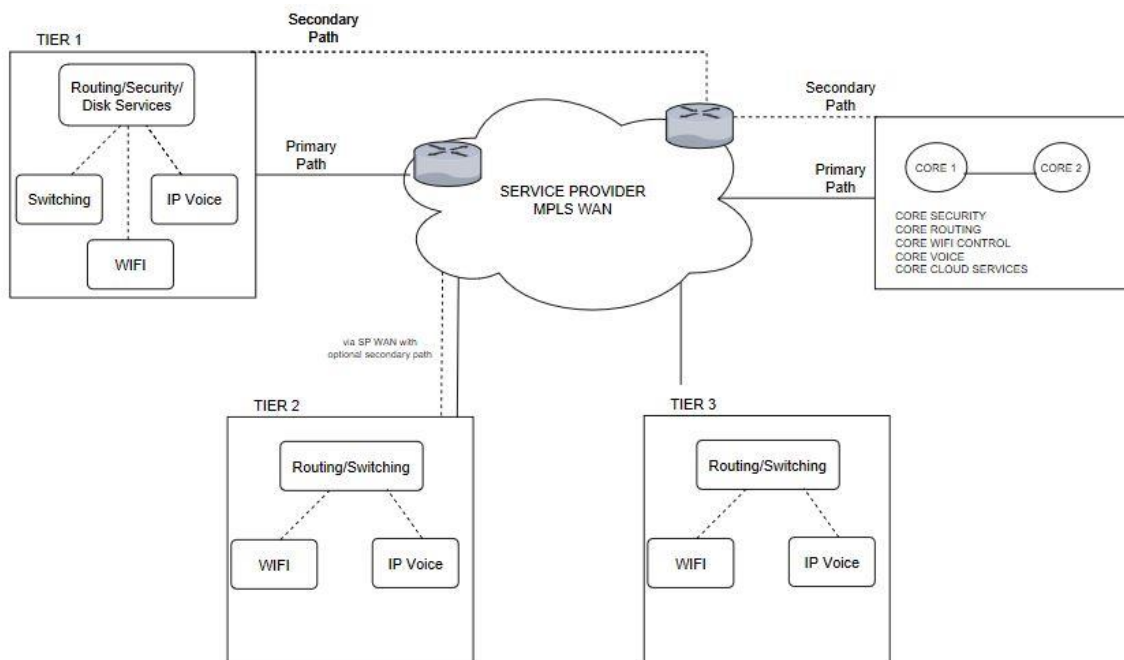
A list of Government Sites is contained in Appendix 1.

***Path diversity and Redundancy for Tiers 1 and 2 sites are required. Air Fibre technology must be included as an option to lighted fibre as backup links. A Demarcation Line between the bidder's (Telecom Service Provider) infrastructure and GoCD's equipment and services should be clearly identified and highlighted in all network drawing provided with bids. Bidders are invited to include redundancy options for Tier 3 sites and costs.***

### 11.3 Internet

The successful Bidder shall provide enough capacity to serve up to a gigabit service with an initial minimum of a 100Mb Internet connections to each of the Redundant GWAN Network Cores. Additional bandwidth pricing to be included in the increments of: 100Mb, in the event that the GoCD determines they would like to increase the initial capacity.

Please see guide diagram below.



### 11.4 Network Requirements

The Core should be housed in two physically separate locations but contain the same structured services. The Core will host all of the necessary services that the GWAN sites need such as VoIP, WIFI mgmt., Security, File/Server services and full reachability to any other ministry or service. It is mandatory that the Core have full reachability to all devices at all sites as it will manage the full suite of products from end to end in a single logical fabric. It is not necessary that the management platform that controls all the services sit in the core as well as this can be hosted within the Service Provider where feasible and on the discretion of the GOCD. The Core should have physically redundant network paths, redundant network and service platforms for all services.

The Core segment of the network will be required to house the majority of the service controls from which all site functionality will be governed. The core should ideally have full control for the architecture and control of all network and security services in a resilient, fault redundant platform and should maintain separation of functions.

## Core Termination Connectivity

Requirement	Y/N	Option
Must Support connectivity to a sub regional Satellite network using Medium Earth Orbit (MEOs ) satellite network.		
Inherent 10 Gigabit Ethernet ports with optional 40G capability		
All ports should be SFP+ capable		
All ports must be line rated/wirespeed ports		
Must support device HA via multiple logical members		
Must support more than 450 GBPS full duplex Switching Capacity		
Must support more than 700 MPPS Forwarding Rate		
Must support IP based ACLs		
Must support Layer 2 based ACLs		
Must support Link Aggregation HA		
Must support advanced QoS		
Must support Dynamic IPv4 Routing		
Must support IPv6		
Must be able to fully integrate with the full solution management platform		
Must support IP routable network segmentation via MPLS VPN's		
Must support MTBF of more than 180,000 hours		

## Core Network Security

Requirement	Y/N	Option
Must support HA Clustering		
Must support 10GBPS interfaces with ability to scale to 40G		
Must support DDoS Mitigation		
Must support full UTM suite for inspection		
Must support UTM throughput of greater than 10 GBPS		
Must support control of Applications and Layer 7 filtering		
Must support Dynamic Threat Intelligence		
Must support AD/LDAP synchronisation for identity management		
Must support advanced reporting		
Must support Dynamic Action Enforcement for threat response		
Must support on board storage of at least 200GB		
Must support adaptable network module slots		
Must support Dual Power Supplies Hot Swappable		
Must support Hot Swappable Fans		
Must support Rack Mounts		



Categories required to protect	Y/N	Option
Threats		
Users		
Web applications		
Application protocols		
File transfers		
From Malware		
From Command-and-control servers		
Client applications		
Network servers		
Operating systems		
Routers and switches		
Mobile devices		
Printers		
VoIP phones		
Virtual machines		
Vulnerability information		

See Security and Privacy Management, at [Section 13.7](#)

#### Wireless

Requirement	Y/N	Option
Redundant Wireless Controllers located at core		
Controllers must support total AP count of greater than 5000		
Must have 300 Outdoor APs		
Must have 800 Indoor APs		

Requirement	Y/N	Option
Support for integration into Single Fabric Management		
Controller must support up to 10 Gbps interface connectivity		
Controller must proactively identify and mitigate signal interference for better performance		
Controller must support rogue detection for Payment Card Industry (PCI) compliance		
Controller must support rogue access point detection and detection of denial-of-service		
Controller must support Solid State Device storage and hot swappable dual power supplies		
Controller must allow access points to dynamically establish wireless connections without the need for a physical connection to the wired network		
Controller must support subsecond access point and client failover for uninterrupted application availability		
Able to support these WIFI specifications: IEEE 802.11a, 802.11b, 802.11g, 802.11d, WMM/802.11e, 802.11h, 802.11n, 802.11k, 802.11r, 802.11u, 802.11w, 802.11ac Wave1 and Wave2		
Indoor and Outdoor AP must support data rates of: 802.11a – 54 Mbps 802.11g – 54 Mbps 802.11n - > 100 Mbps		

Requirement	Y/N	Option
Indoor AP must support: 2.4 GHz, gain 3 dBi, internal omni, horizontal beamwidth 360°  5 GHz, gain 5 dBi, internal omni, horizontal beamwidth 360°		
Indoor AP must support : 1 GB DRAM 256 MB flash		
Outdoor AP must support for 802.11ac: - 1542I/D: 2 x 2 MIMO with two spatial streams - Multiuser and single-user MIMO - Maximal ratio combining (MRC) - 802.11ac beamforming (transmit beamforming) - 20-, 40-, and 80-MHz channels - PHY data rates up to 867 Mbps (80 MHz in 5 GHz) - Packet aggregation: A-MPDU (Tx/Rx) and A-MSDU (Tx/Rx) - 802.11 dynamic frequency selection (DFS) - Cyclic-shift-diversity (CSD) support		
Outdoor AP must support for 802.11n: - 1542I/D: 2 x 2 MIMO with two spatial streams - MRC - 20- and 40-MHz channels (40 MHz in 5 GHz) - PHY data rates up to 300 Mbps - Packet Aggregation A-MSDU (Tx/Rx) and A-MSDU (Tx/Rx) - 802.11 DFS - CSD support		

Requirement	Y/N	Option
<p>Outdoor AP must support:</p> <ul style="list-style-type: none"> <li>- IEC 60529 IP67</li> <li>- Icing protection NEMA 250-2008</li> <li>- Corrosion NEMA 250-2008 (600 hours)</li> <li>- Solar radiation EN 60068-2-5 (1200 W/m<sup>2</sup>)</li> <li>- Vibration MIL-STD-810</li> </ul>		
<p>Outdoor AP must support:</p> <p>Operating temperature:</p> <p>–40° to 65°C (–40° to 149°F) ambient air with no solar loading</p> <p>–40° to 55°C (–40° to 131°F) ambient air with solar loading</p> <p>Storage temperature:</p> <p>–40° to 85°C (–40° to 185°F)</p> <p>Wind resistance:</p> <p>Up to 100-mph sustained winds</p> <p>Up to 165-mph wind gusts</p>		
<p>Outdoor AP must support:</p> <ul style="list-style-type: none"> <li>- 1542I: Integrated dual-band semi-omnidirectional antenna radome, vertically polarized, 5 dBi (2.4 GHz), 5 dBi (5 GHz)</li> <li>- 1542D: Integrated dual-band directional antenna radome, vertically polarized 8 dBi (2.4 GHz), 9 dBi (5 GHz)</li> </ul>		

Requirement	Y/N	Option
<p>Outdoor AP must support:</p> <ul style="list-style-type: none"> <li>- 802.11i, Wi-Fi Protected Access 2 (WPA2), and WPA</li> <li>- 802.1X authentication, including Extensible Authentication Protocol (EAP) and Protected EAP (EAP -PEAP), EAP Transport Layer Security (EAP-TLS), EAP-Tunneled TLS (EAP-TTLS), EAP-Subscriber Identity Module (EAP-SIM), and Cisco LEAP</li> <li>- VPN pass-through</li> <li>- IP Security (IPsec)</li> <li>- Layer 2 Tunneling Protocol (L2TP)</li> <li>- MAC address filtering</li> </ul>		

## Management – Single Pane of Glass

Requirement	Y/N	Option
Must support automatic provisioning and deployment of network service architecture across all nodes.		
Must support policy based service automation for network prioritization.		
Must support network fault identification and probable cause prognosis across all nodes.		
Must support Auto QoS provisioning across the WAN and network nodes.		
Must support Threat alert based on network discovery for access systems and devices.		
Must support the ability for SD-WAN and intelligent configurations.		
Must support the automatic deployment of both virtual and physical network services.		
Must support feature rich data analytics.		
Must support telemetry.		
Must be scalable for growth to support a user and network base three (3) times its size.		

**11.5 Tier 1 Connectivity Requirements**

The Tiered sites are based on the number of users and the ministry office type that they belong to. Tier 1 sites are the ministry head offices that house important GoCD staff and large numbers of users (range 300-500). As such, the requirements for Tier 1 sites are dual redundant service provider paths for the WAN, integrated routing and service capability such as WIFI, Security and File/Server services and capacity to terminate a large number of access users via intelligent and secure switching infrastructure.

The Tier 1 segment of the network will require redundant fibre connectivity with failover times that will not be disruptive to business continuity (BFD to core). AirFibre technology should be considered and offered as an option for backup to lighted fibre. These sites are the headquarters for all Ministries and require 99.99% SLA.

Tier 1 connectivity requirements (Routing / Security):

Requirement	Y/N	Option
Must support aggregate routing throughput of up to 2GBPS		
Must support advanced QoS		
Must support IP based ACLs		
Must support IPv6		
Must support Bidirectional Forwarding Detection		
Must support Wireless Controller Functionality		
Must support Zone Based Security		
Must support UCS		
Must be able to fully integrate with the full solution management platform		
Must support MTBF of more than 480,000 hours		

### 11.6 Tier 2 Connectivity Requirements

Tier 2 sites require a lower number of supported users with no service capabilities mentioned above at the physical sites. All services should come out of the Core, and Tier 2 sites can have the option to support dual redundant service provider paths back to the core via the WAN. AirFibre technology should be considered and offered as an option for backup to lighted fibre. Only Routing and Switching is necessary for the estimated number of users (range 100-200).

The Tier 2 segments of the network will require redundant connectivity with failover times that will not be disruptive to business continuity. The network being provided should offer 99.9% SLA.

### 11.7 Tier 3 connectivity requirements:

Tier 3 sites are required to support a small number of users with no services housed locally. All services should come out of the Core and Tier 3 sites only require 1 physical path back to the Core via the WAN. Only Routing and Switching is necessary for the estimated number of users (range <100).

The Tier 3 segment of the network will require connectivity to the core network. Tier 3 sites will only be allowed to interact with their respective Tier 2 Ministry sites. Provisions for connectivity outside of this scope will be determined on a case by case basis. The network being provided should offer 99% SLA.

### 11.8 Switching for Tiers 1, 2 and 3

Requirement	Y/N	Option
Inherent 1GBPS access port switch with optional 1/10 GBPS capability uplink		
All ports must be POE+ capable		
Logical stacking using dedicated stacking ports. Must be able to stack up to 8 switches.		
Able to support Redundant Power Supply module for secondary power.		
Power over Ethernet Plus (PoE+) support for 740W for 48port and 340W for 24port		
Reduced power consumption and advanced energy management features		
Power resiliency with optional redundant power supply		
Able to support Static, OSPF and RIP Dynamic Routing Protocols		
Able to support IPv6 and IPv6 routing		
Able to support 802.1Q tunnelling		
Forwarding Bandwidth of 108 GBPS		
Switching Bandwidth of 216 GBPS		
MTU and Jumbo frame support		
Must support Advanced QoS		



Requirement	Y/N	Option
IP and MAC based ACLs		
Link failover support		
Link Aggregation		
Port security		
802.1X		
Support for SNMPv3 and Netflow		
1RU		
Rack Mountable		
Able to be absorbed into the Single Management Fabric of the Core		

### 11.9 Unified Communications Requirements

The GoCD wishes to leverage VoIP technology on its Wide Area Network (WAN) to deliver telephony and collaboration tools in a cost effective manner. Additional mobility will also be achieved, leveraging the new Wireless LAN (WLAN), infrastructure.

Centralised Management and reporting tools are essential to allow for ease of administration and to avoid abuses.

#### Architecture, Features and Functionality Requirements

A highly redundant and centralized architecture is required, spanning two datacentres (locations to be determined) to allow for high availability of Communications services.

Applications must include:

- IP PBX
- Unified Messaging
- Contact Centre
- Paging
- Presence

Please support the description of these services via a simple illustration, inclusive of the Bill of Materials at the DCs (1&2), Tier 1, 2 and 3 sites. (As much as possible a virtualised environment is preferred).

Solution should be able to support 1500 users and support PSTN access (trunks) for 400 simultaneous calls. Voicemail is required for all users.

The successful Bidder shall provide initial minimum of 192 Voice Channels (8 SIP T1) and all necessary equipment (SBC, CPE, Switches, etc.) to provide access to the PSTN. Additional Voice Channel pricing to be included in the increments of: 24 Channels, in the event that the GoCD determines they would like to increase the initial capacity.

Please complete the Compliance Table below on the **Mandatory Solution Architecture, Features and Functionality**:

	COMPLIANT		
COMPONENT	YES	NO	DETAILS
<b>ARCHITECTURE</b>			

COMPONENT	COMPLIANT		DETAILS
	YES	NO	
Telephony System <ul style="list-style-type: none"> <li>• Centralised Architecture</li> <li>• Highly Redundant</li> <li>• IP PBX</li> <li>• Unified Messaging</li> <li>• Contact Centre</li> <li>• Paging</li> <li>• Presence</li> </ul>			
Management Software (Cloud)			
Caller Identification			
Call Detail Records			
Call Recording			
Server Maintenance Requirements			
Licensing Model			
Interactive Voice Response (IVR)			
Vendor Interoperability			
<b>FUNCTIONALITY</b>			
Run on existing LAN			
SIP Calling/Functionality			
Hands Free Operation			
Muting			
Ring and Volume Level Adjustable			
Ring Tone Selection			
Two simultaneous Calls per User			

	COMPLIANT		
COMPONENT	YES	NO	DETAILS
On Hold Facility			
Speed Dials/Short Keys			
Wideband Audio			
Incoming CLID			
Outgoing CLID			
Manager/Assistant			
Transfer of calls to LAN			
Transfer of Calls to WAN			
<b><i>FOLLOW ME</i></b>			
To cell phone using SIP using Wireless			
Out of Office with Call Forwarding			
Out of Office with Voicemail			
To Cell Phone using PSTN			
<b><i>CALL FEATURE &amp; RESTRICTIONS</i></b>			
Allow for groups and group answering			
Teleconference Internally			
One to One Video Conferencing			
Teleconference externally			
Call Back			
Redial			
Call Park			
PIN Security			

	COMPLIANT		
COMPONENT	YES	NO	DETAILS
Set call limit on Overall Call duration			
Block External transfer on a per DN basis for local calling			
Block External transfer on a per DN basis for International calling			
Easy Phone Book Maintenance (LDAP Integration)			
<b>REPORTING</b>			
Reporting per user			
Reporting per Ministry			
Reporting per Department			
Reporting per Unit			
Exportable Reporting			
<b>USER MANAGEMENT</b>			
Ease of System Management per Site			
Voicemail messages via handset			
Voicemail messages via email (Single Inbox)			
Music of Hold			
Voice Prompts per user			
Hunt Groups			
Pickup Groups			
<b>OPERATOR CONSOLE</b>			
Indication of incoming Queued Calls			
Call return to operator			

	COMPLIANT		
COMPONENT	YES	NO	DETAILS
Reason Code			
Exchange line seized			
Number Keyed by operator			
Keyboard and mouse			
Four Floating Loops			
Park Retrieval			
Presence			
Exchange Integration			
<b>ADDITIONAL FEATURES</b>			
Paging			
Call Queuing			
Mobility			
iPhone Integration			
Android Integration			
Meidanet for Management			
Server Virtualization			
<b>SECURITY</b>			
Perimeter (Internet Security)			
Access Wired			
Access Wireless			

	COMPLIANT		
COMPONENT	YES	NO	DETAILS
Phone Encryption			
Voicemail Encryption			
Conferencing Encryption			

### Handset Requirements

Fully Compliant SIP phones are required to allow for interoperability with the other vendor solutions and applications providing 1G to the desktop functionality.

Two handset types are required:

- 1,200 Basic Handsets with requirements as shown in compliance table below.
- 300 Manager / Executive Level Handsets as shown in compliance table below:

Please complete the Compliance Table below on the **Mandatory Basic Handset Requirements**:

Phone Model	Hardware Features	Specification	COMPLIANT	
			YES	No
Basic Handset	Graphical display	White backlit, grayscale, 3.5" 396×162 pixel-based display on the IP Phone		
	Handset	The handset is a standard wideband-capable audio handset (connects through an RJ-9 port).		
	Speaker phone	A full-duplex speakerphone		
	Analog headset support	The analog headset jack is a standard wideband-capable RJ-9 audio port.		
	AUX port	You can use an auxiliary port to support electronic hook switch control with a third-party headset connected to it		
	Ethernet switch	Ethernet switch allows for a direct connection to a 10/100/1000BASE-T Ethernet network (IEEE 802.3i/802.3u/802.3ab) through a RJ-45 interface with single LAN connectivity for both the phone and a co-located PC.		
	IEEE Power over Ethernet (PoE)	IEEE Power over Ethernet class 1		



Phone Model	Hardware Features	Specification	COMPLIANT	
			YES	No
	Keys	The phone has the following keys:		
		◦ Line keys		
		◦ Soft keys		
		◦ Back and release keys		
		◦ Four-way navigation and select keys		
		◦ Hold/Resume, Transfer, and Conference keys		
		◦ Messaging, Application, and Directory keys		
		◦ Standard keypad		
		◦ Volume-control toggle key		
		◦ Speakerphone, headset, and mute keys		
	Backlit indicator	The phone supports backlit indicators for the audio path keys (handset, headset, and speakerphone), select key, line keys, and message waiting.		
	Dual-position foot stand	The two-position foot stand should support viewing angles of 35 and 50 degrees		
	Programmable (line) keys	2		
	Number of Line keys	2		
	Message Waiting	Yes		

Phone Model	Hardware Features	Specification	COMPLIANT	
			YES	No
	Indication			
	Signalling Protocol	SIP		
	Codecs	Supports G.711a, G.711u, G.729a, G.729b, G.729ab,		

Please complete the Compliance Table below on the **Mandatory Handset Features Requirements**:

Call features	Compliant	
	Yes	No
+ Dialling (E.164)		
Abbreviated dialling		
Adjustable ring tones and volume levels		
Adjustable display brightness		
Agent greeting		
Auto-answer		
Auto-detection of headset		
cBarge		
Busy Lamp Field (BLF)		
Busy Lamp Field (BLF) Pickup		
Busy Lamp Field (BLF) speed dial		
Call back		
Call forward		
Call forward notification		

Call features	Compliant	
Call filter		
Call history lists		
Call park		
Call pickup		
Call timer		
Call waiting		
Call chaperone		
Caller ID		
Corporate directory		
Conference, including traditional Join feature		
Cross Cluster Extension Mobility (EMCC)		
Direct transfer		
Extension mobility		
Fast-dial service		
Forced access codes and client matter codes		
Group call pickup		
Hold		
Intercom		
Immediate divert		
Malicious-caller ID		
Message-waiting indicator (MWI)		
Meet-me conference		
Mobility		

Call features	Compliant	
Music on hold (MoH)		
Mute		
Network profiles (automatic)		
On- and off-network distinctive ringing		
Personal directory		
PickUp		
Pre-dialling before sending		
Privacy		
Private Line Automated Ringdown (PLAR)		
Redial		
Ring tone per line appearance		
Service Uniform Resource Locator (URL)		
Shared line		
Silent monitoring and recording		
Speed dial		
Time and date display		
Transfer		
Uniform Resource Identifier (URI) dialing		
Visual voice mail		
Voice mail		
Whisper coaching		

Please complete the Compliance Table below on the **Mandatory Manager/Executive Handset Requirements:**

Phone Model	Hardware Features	Specification	COMPLIANT	
			YES	No
Manager / Executive Handset	Graphical display	The 800 × 480, 24-bit colour, 5-in. WVGA display provides scrollable access to calling features and text-based XML applications.		
	Handset	The handset is a standard wideband-capable audio handset (connects through an RJ-9 port).		
	Speaker phone	A full-duplex speakerphone		
	Analog headset support	The analog headset jack is a standard wideband-capable RJ-9 audio port.		
	AUX port	You can use an auxiliary port to support electronic hook switch control with a third-party headset connected to it		
	Ethernet switch	Ethernet switch allows for a direct connection to a 10/100/1000BASE-T Ethernet network (IEEE 802.3i/802.3u/802.3ab) through a RJ-45 interface with single LAN connectivity for both the phone and a co-located PC.		
	IEEE Power over Ethernet (PoE)	IEEE Power over Ethernet class 2. The phone is compatible with both IEEE 802.3af and 802.3at switch blades.		
	Keys	The phone has the following keys:		
		◦ Line keys		
		◦ Soft keys		
		◦ Back and release keys		

Phone Model	Hardware Features	Specification	COMPLIANT	
			YES	No
		◦ Four-way navigation and select keys		
		◦ Hold/Resume, Transfer, and Conference keys		
		◦ Messaging, Application, and Directory keys		
		◦ Standard keypad		
		◦ Volume-control toggle key		
		◦ Speakerphone, headset, and mute keys		
	Backlit indicator	The phone supports backlit indicators for the audio path keys (handset, headset, and speakerphone), select key, line keys, and message waiting.		
	Dual-position foot stand	The two-position foot stand should support viewing angles of 35 and 50 degrees		
	Programmable (line) keys	5		
	Number of Line keys	5		
	Programmable (Soft) keys	4		
	Message Waiting Indication	Yes		
	Signalling Protocol	SIP		
	Codecs	Supports G.711a, G.711u, G.729a, G.729b, G.729ab,		

### 11.10 Data Centre Requirements

The supply and deployment of a Managed Private Cloud solution to provide rapid deployment of servers and storage for its various ministries. Solution must comprise all elements of infrastructure including security necessary for high speed connectivity into the ISP's network and be able to scale to needs.

Description	Compliant (Yes/ No)
System should be hyper-converged, providing single-pane management of compute resources, storage and networking.	
Nodes should be using E5-2650 v4 or higher CPUs with a total of 168 usable cores.	
Nodes should support a mix of SSD and SAS drives with a total of 103TB (protected) usable storage.	
Total usable RAM should be 1.1TB utilising DDR4-2400MHz modules.	
System must have redundant, hot-swappable power supplies.	
System must have redundant fan modules.	
System should be able to scale on-demand with no disruption to the rest of the system.	
System should support virtualization and be compatible with leading hypervisors (VMWare, Hyper-V)	
Each node must be equipped with 2 x 40Gb QSPF ports.	

## 12. Project Management and Plans

### 12.1 Project Management

The Bidders will provide a Program Management Plan which must identify all necessary work streams and dependencies for the Execution Phase as well as an integrated governance structure, their proposed project organization structure and a matching project organization structure for GoCD. This Project Management Plan must include the following deliverables:

- Project Objectives
- Project Scope
- Project Deliverables
- Project Management Methodology
- Resource Plan
- Timelines and Schedules

### 12.2 Proposed Activity Schedule Requirements

As part of its Bid, each Bidder must propose an activity schedule for planning, authorizations and approvals, construction, completion, testing and commissioning for all services within this IFB.

A Bidder's proposed activity schedule will depend significantly on factors such as whether it intends to use existing fibre in all or part of its network, whether new construction will use aerial and the methods of construction and installation it intends to use. Accordingly, each Bidder must develop its proposed activity schedule to be included in its Bid.

The proposed activity schedule must present a timeline that begins with Contract signing and ends with the Actual Service Commencement Date no later than 6 months from Contract signing.

The GoCD will consider a Bidder's proposed activity schedule compliant if it satisfies a six (6) month requirement for the Intended Service Commencement Date for all services and demonstrates that the Bidder has a reasonable plan to fulfil this obligation. The Bid of any Bidder proposing an Intended Service Commencement Date that is later than 6 months after the Date of Contract signature shall be declared non-responsive and rejected.



### 13. Service Management

As a part of their proposal, Bidders are requested to include a service management offer inclusive of:

- Monthly reporting on delivery, assurance, billing and compliance to SLA's
- Compliance to SLA's and their GoCD SLA credit regime
- Summary of new orders, changes and disconnects
- Billing resolution and billing in query
- Bidder innovation update
- Account Team updates

#### 13.1 Customer Care

Customer Care shall be the primary interface with customers (i.e., official GoCD contacts) and end users. This includes answering questions and providing user assistance regarding service and feature use and configuration, as well as explanations of billing information, website features and other communications. It also includes receiving service change requests, billing inquiries and trouble reports from end users and ensuring that the GoCD is successfully connected to the resource(s) that can and will resolve specific requests, orders, queries and issues.

#### Function-Specific Requirements

- The Bidder shall provide direct one-number Customer Care support for GoCD services.
- Customer Care shall document all customer interactions completely and accurately and in standard formats and systems that support management and measurement of the Customer Care function. Customer interaction documentation shall contain identification of the account and any subaccount for existing accounts, service identifier(s) for existing services, the date, time and duration of the entire contact, identification of all parties to the contact, the nature of the contact and the resolution to the contact or follow-up commitment. Customer Care shall be able to provide history of customer reports, actions and other data. This documentation shall be made available to the GoCDs routinely in confirmation of customer interactions and upon request by the GoCDs at any time within two years of the interaction.
- The GoCDs recognize the productivity advantages of online resolution of customer care interactions, encourages the Bidder to propose comprehensive online support for ordering.

#### 13.2 Staffing Hours

Customer Care shall be staffed 24 hours a day, 7 days a week, every day of the year, subject to confirmation at time of contract negotiation.

### 13.3 Ordering

#### Ordering Definition

Ordering includes any activity in which the customer requests the initiation, change, move or disconnect of a service or the delivery, installation, configuration or removal of equipment or service. Order requests from individual GoCD users will be screened by a GoCD order processor who will insure that requests are aligned with GoCD procurement policies and that appropriate approvals are obtained where necessary. Accepted orders will be forwarded to the successful Bidder for processing.

#### Types of Orders

Orders will be placed by a designated ordering point of contact and will be in one of two general categories. The first category of order, a “site” or project order is used when the order impacts an entire office or multiple offices and multiple users and connections. The second category of order, a “service” order, generally impacts individual users, can be selected from a catalogue of standard service offerings and configurations and can be implemented in a short and pre-specified time frame.

#### Order Interval

The Bidder shall establish and the GoCDs shall approve a maximum standard order interval for any services offered by the Bidder to the GoCDs. The maximum standard order interval is the time expressed in calendar days from the acceptance of an order from the GoCD by the Bidder to the turn up of that service and acceptance by the designated GoCD contact for that order.

Intervals may differ for services requiring construction, such as connecting to a new location, versus those not requiring construction, such as providing additional capacity to an existing location. Order Intervals may also differ by type of order (e.g., New, Change, Move and Disconnect).

The GoCDs occasionally may require shorter order intervals for some orders. These shorter order intervals are known as expedited order intervals. The Bidder should address any charges associated with such expedited order intervals.

#### Order Due Date Assignment

Order Due Date is the date upon which the ordered service is scheduled to be in service, including any required customer acceptance testing activities. At no additional charge, the GoCD order contact may request an order due date consistent with or greater than the order interval for that service. If the customer does not specify an Order Due Date, the Order Due Date will be consistent with the service Order Interval (e.g., if the service Order Interval is 24 days, the Order Due Date shall be the date of order acceptance plus 24 days.)

#### Related Order Coordination / Project Coordination

The Bidder shall provide a process, mechanism and tools for placing and managing multiple related orders. The Bidder shall describe the proposed process, mechanism and tools as well as any constraints and requirements for such coordination.

#### Orders Accepted Online

The Bidder shall provide at least one method for the GoCDs to submit single service orders online and at least one method for the GoCDs to submit site and other coordinated service orders online. These methods may include web-based order entry, direct email or spreadsheets submitted via email or secure upload or any other methods agreed upon by the GoCDs and the Bidder.

#### Order Accepted in Hardcopy

The Bidder shall accept hardcopy orders for any service included in the agreement between the GoCDs and the Bidder and for any site orders or other group of coordinated orders.

#### Customer Acceptance

Customer Acceptance of a new service may vary depending upon the service, configuration and features. The Bidder shall coordinate with the GoCD order contact to ensure that required GoCD and Bidder resources are available for Customer Acceptance test and verification activities. An order shall not be considered complete and billable until Customer Acceptance test and verification activities are completed successfully and certified by the GoCD order contact.

### 13.4 Billing

Billing includes creation and delivery of accurate invoices and billing data from the Bidder to the GoCD, charge validation and dispute handling and adjustments, support to internal GoCD rebilling and payment processing and crediting. Billing also includes prompt explanation of charges and response to formal or informal billing queries.

#### Function-Specific Requirements

##### Account Structure

The Bidder shall support a flexible billing and service account structure that permits hierarchical and other associations of accounts. Typical hierarchical associations would be a specific service to a specific department or agency to a specific ministry. Other typical associations would include a specific service to a specific GoCD office to a specific building or defined campus. Less typical associations might include specific services funded in full or in part by a single grant and/or funding organization. Typically, an invoice structure generates a formal invoice at the level payment is expected. Billing data reports, however, are generally associated with information needed for good telecommunications management, cost and quality control and administration.

##### Invoice and Billing Data Content

All invoices will list a business day contact for the invoice, as well as a free telephone number for that contact and an email address for that contact. Invoices will also identify the billing period (from date and to date), the invoice date, the payment due date and the account number(s) pertaining to the invoice.

The Bidder shall provide the GoCD billing data detail for each charged or credited item including usage charges if any. Billing data detail shall include the account and sub-account charged or credited, the service description, the service identifier, other service information (e.g., feature identification, user

codes or IDs), the service location or service location code, start and end of the charged period. Any applicable taxes and/or fees shall be identified and associated at the account or service level at which they are calculated, whether individually charged or charged as aggregated services. The invoice billing period and the billing period billing data detail file shall be based upon the same billed items.

#### Invoice and Billing Data Media

The Bidder shall provide invoices in hardcopy and electronic format. The Bidder shall provide billing data detail in .csv, .xlsx or other formats specified by the GoCD and which are suitable for analysis and database upload. The Bidder shall provide invoice billing data detail for all GoCD accounts with the Bidder.

#### Billing Period

The Bidder shall invoice services for a fixed Billing Period – typically a calendar month but possibly a calendar quarter by agreement between the Bidder and the GoCD. All charges incurred and credits issued beyond midnight of the closing date of the previous Billing Period through midnight of the closing date of the invoiced Billing Period shall be included in the invoice(s) for the invoiced billing period.

#### Invoice Date

The Bidder shall assign each invoice an Invoice Date. Typically, this is the date when invoice production and rendering is completed. If there are multiple invoices (e.g., at account or sub-account level), the Bidder with GoCD concurrence may designate the Invoice Date as the date upon which the aggregate of invoices and supporting data are produced for the GoCD. The Invoice Date is used to specify payment terms and billing metrics.

#### Payment Due Date and Terms

The Payment Due Date is to be negotiated between the bidder and the GoCD but shall be no earlier than the Invoice Date + 25 days. The Bidder shall include payment due date prominently on all invoices.

#### Invoice Delivery

Paper invoices shall be delivered to the designated GoCD account billing contact within three (3) business days of the Invoice Date.

Invoice billing data detail shall be delivered electronically to the designated GoCD account billing contact within one (1) business day of the Invoice Date. Electronic delivery shall consist either of email notification of files available for download or email message(s) with billing data detail files attached.

#### Payment Terms

Payment terms are to be negotiated between the Bidder and the GoCD. Payment terms shall be stated clearly on each invoice.

#### Billing Disputes

A billing inquiry is a question or issue that may lead to a billing dispute. The GoCD is required to certify Bidder invoices. During that process, billing inquiries may arise and the Bidder shall support those billing inquiries. Additionally, GoCD systems may analyse invoice data and generate billing disputes in files that

will be sent to the Bidder. The Bidder shall maintain a web-based billing disputes system and database and shall allow GoCD access to that database to enter disputes and update them.

The Bidder shall provide theGoCD with online access to open billing dispute records.

#### Utilisation Reporting

The Bidder shall provide resource utilisation reporting to the GoCD on a monthly basis. Utilisation information shall be used by the Bidder to identify potential over-capacity situations that would require configuration and/or engineering solutions before those conditions result in service degradation and missed SLAs.

### 13.5 Staffing

Surveillance and Network Management shall be staffed 24 hours a day, 7 days a week, every day of the year.

### 13.6 NMS Access

The Bidder shall provide the GoCD with read-only portals to its Network Management System. Such portals shall be available 24 hours a day, 7 days a week, every day of the year and have an availability of 99.9%.

### 13.7 Security and Privacy Management

Security and Privacy Management (S&PM) shall implement and enforce network security and privacy management policies. This includes physical and logical access policies, data use and disclosure policies, as well as data backup and retention policies, whether implemented manually or through various forms of technical management and enforcement. Security and Privacy Management will work with GoCD points of contact to define policies that are implementable, enforceable and cost effective.

S&PM is responsible for vulnerability identification through a number of means, ranging from inspection to automated vulnerability detection to highly sophisticated “white hat attacks” by ethical hacking. S&PM is responsible for identifying and recommending tools, configurations and other techniques to minimise, mitigate or eliminate vulnerabilities. S&PM is also responsible for Incident Response and Incident Tracking.

#### Function-Specific Requirements

The Bidder shall identify, monitor and mitigate security and privacy vulnerabilities throughout all managed services, ICT equipment and capabilities.

#### Vulnerability Monitoring and Identification

S&PM shall continuously monitor known vulnerabilities of any equipment, software or networks that are part of or connected to the GWAN or other managed resources. S&PM shall also work with Surveillance and Network Management to identify any indicators of potential vulnerability such as unusual and unanticipated usage patterns.

*Vulnerability Mitigation*

S&PM shall also continuously monitor mitigations available for such vulnerabilities and ensure that those mitigations are implemented where appropriate in a timely manner (e.g., identifying and verifying application of security patches for equipment and software.)

*Vulnerability Testing*

The Bidder shall conduct vulnerability testing of managed resources and services at intervals approved by the GoCD ICT Security Officer.

**13.8 Network Operations Centre (NOC)**

As part of its operations and maintenance responsibilities, the Bidder shall operate and maintain a NOC on a 24x7x365 basis that is capable of monitoring system availability, performance and reporting on including the following:

- Overall system availability (i.e., % uptime);
- Availability of each cable landing station;
- Errored Seconds Ratio (ESR);
- Severely Errored Seconds Ratio (SESR);
- Background Block Error Ratio (BBER);
- Retrieve and analyse performance of circuits when alarms occurred or complaints are received from capacity users;
- Analyse and detect anomalies from the system that cover network activities over the past 24 hours, including network events, network changes, hazardous conditions and customer enquiries;
- Monitor network performance data and save into a backup storage system for future analysis. Performance data shall be maintained for 7 years

## Appendix 1

### LIST OF GOVERNMENT SITES

#### Office of the President

#### House of Assembly

#### Office of the Prime Minister

- Cabinet Secretary
- Government Printery

#### Public and Police Service Commissions

#### Audit Department

#### Electoral Office

#### Establishment, Personnel and Training Department

- Administration
- Electronic Government for Regional Integration Project (EGRIP)
- Information and Communication Technology Unit
- Public Service Training Centre
- Reform Management Unit

#### Government Headquarters

#### Ministry of Agriculture and Forestry

- Administration
- Agriculture Investment Unit
- Data Collection Programme
- Division of Agriculture
- Forestry Division
- Waitukubuli National Train Project

#### Ministry of CARIB Affairs

#### Ministry of Culture, Youth and Sports

- Administration
- Cultural Division
- Sports Division
- Youth Development Division

#### Ministry of Education and Human Resource Development

- Administration
- Curriculum Unit
- Documentation Centre
- Education Office/North
- Education Planning Unit
- Education Trust Fund
- JSP Building
- Learning Support
- Management of Education System
- National Accreditation Board
- Public Library

- Schools – All Government Owned Primary and Secondary Schools
- Testing and Evaluation

**Ministry of Employment, Trade, Industry and Diaspora Affairs**

- Administration
- Dominica Coalition of Service Industries
- Dominica Employment and Small Business Support Unit
- Invest Dominica Authority
- Trade Division
- Regional Integration and Diaspora Unit

**Ministry of Environment, Natural Resources, Physical Planning and Fisheries**

- Administration
- Environmental Coordinating Unit
- Fisheries Division
- Physical Planning Division

**Ministry of Finance**

- Administration
- Central Statistical Office
- Computer Center
- Customs and Excise Division
- Financial Services Unit
- Inland Revenue Division
- Treasury Department
- Value Added Tax (VAT) Unit

**Ministry of Foreign Affairs**

- Administration
- Political Affairs Division

**Ministry of Health**

- Administration
- Dominica Medical Board
- Environmental Health Unit
- Health Centres – All Government Owned Health Centres
- Health Promotion Resource Centre
- Hospitals – All Government Owned Hospitals
- National AIDS Response Programme
- National Drug Prevention Unit
- Princess Margaret Hospital

**Ministry of Information, Telecommunications and Constituency Empowerment**

- Administration
- Government Information Service

**Ministry of Lands, Housing, Settlements and Water Resource Management**

- Administration
- Housing Division
- Lands and Surveys Division

**Ministry of National Security, Immigration and Labour**

- Administration
- Commonwealth of Dominica Police Force – All Government Owned Police Stations
- Dominica Prison Service
- Fire and Ambulance Services Division – All Government Owned Fire and Ambulance Stations



- Labour Division
- Office of Disaster Management

**Ministry of Public Works, Energy and Ports**

- Administration
- Adult Education Division
- Basic Needs Trust Fund
- Bureau of Gender Affairs
- Cooperative Development Division
- Local Government Department
- Place of Safety
- Social Welfare Division
- Yes We Care Programme

**Ministry of Tourism and Legal Affairs**

- Administration
- Attorney General's Chambers
- Companies and Intellectual Property Office
- Director of Public Prosecutions' Office
- Discover Dominica Authority
- Financial Intelligence Unit
- Integrity Commission
- Legal Aid Clinic
- Magistrates' Court
- Registry/Supreme Court