



NOTICE TO TENDERERS

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1. INTRODUCTION

- 1.1. The Government of the Virgin Islands (GoVI or the "Government"), acting through the Attorney General's Chambers is inviting qualified, professional, experienced, and resourceful firms to participate in a procurement process for the implementation of a Comprehensive Legal Practice Management System (the "Services"). The overarching objective of this consultancy is to provide hands-on advisory, training and implementation services to the Attorney General's Chambers for the procurement, installation, testing and commissioning of a comprehensive legal practice management system for all teams including civil legal practice, legislative drafting and legal operations.
- 1.2. Bidding documents will be sent to bidders electronically upon request to procurement@gov.vg with the subject title "RFP for Implementation of a Practice Management System for BVI". Bidders are advised that the destination mailbox is NOT automated to send bidders a dated and time acknowledgement of receipt and delivery of their message. Therefore, bidders should not assume that their email has been safely received and it is the responsibility of the bidder to follow up with the Procurement Coordinator using the contract information below if an acknowledgement of receipt is not received within two (2) working days of submission of their email. Under no circumstance will GOVI or the Procurement Unit, Ministry of Finance, be responsible for non-receipt of documents by bidder.

2. BACKGROUND

- 2.1. The Attorney General's Chambers (AGC) in the British Virgin Islands (BVI) is in the business of defending the public interest and mobilising resources to provide GoVI with efficient and effective legal services on a timely basis. The vision of AGC is to uphold good governance and the proper and adequate administration of justice in the Virgin Islands and provide excellent customer service in the context of the Government's stated vision of:
 - 2.1.1. A united Virgin Islands that celebrates and embraces diversity;
 - 2.1.2. A compassionate Virgin Islands that cares for the most vulnerable among its people;
 - 2.1.3. A proud Virgin Islands that embraces its rich cultural heritage;
 - 2.1.4. A prosperous Virgin Islands where opportunities abound for all;

- 2.1.5. A strong Virgin Islands that is a model of climate change resilience;
 - 2.1.6. A smart Virgin Islands that embraces innovation;
 - 2.1.7. A healthy Virgin Islands that enjoys a high standard of living;
 - 2.1.8. A clean Virgin Islands that cherishes the environment; and
 - 2.1.9. A peaceful Virgin Islands where people live by the rule of law
- 2.2. The work of the AGC involves exposure to matters of great public importance and complexity. The goal of the Services is to ensure the successful implementation of critical practice management processes, practices and technologies to optimise the work of AGC in carrying out its mission, which is:
 - 2.2.1. to advise and represent the Government in legal matters;
 - 2.2.2. to envision and respond to community needs for law reform in order to keep pace with national and international development; and
 - 2.2.3. to foster, develop and promote the fair administration of justice.
 - 2.3. The AGC's practice is as demanding as it is diverse and the AGC team strives to efficiently and effectively provide legal services to the Government on a wide variety of matters in multiple areas of law including, but not limited to, the following:
 - i. Constitutional & Administrative Law
 - ii. Contract and Commercial
 - iii. Employment
 - iv. Intellectual property
 - v. International business
 - vi. Legislative drafting
 - vii. Litigation/Disputes
 - viii. Maritime
 - ix. Technology (including contracting, data, information and cybersecurity)
 - x. Tort
 - xi. Overseas Territories Law
 - xii. Property
 - xiii. Public International Law

3. OBJECTIVES

- 3.1. The objective is to procure the services of a consultant to provide hands-on advisory, training and implementation services to the Attorney General's Chambers for the procurement, installation, testing and commissioning of a comprehensive legal practice management

system to improve outcomes in all areas of legal practice by optimising the environment for the delivery of legal services by all units including civil legal practice, legislative drafting and legal operations.

- 3.2. The comprehensive practice management system must be tailored to, and take full and specific account of the operating environment of the Attorney General's Chambers, including the availability of human resources and technology and the demands of the Government as client, the need for seamless interaction between diverse client representatives and the Chambers and the need to be responsive in its interactions with the general public.
 - 3.3. The practice management system must reflect best practice in the legal industry and include, among other components:
 - i. interactive client portal
 - ii. document, records and knowledge and information management
 - iii. case management
 - iv. legislative drafting and publishing
 - v. process automation
 - vi. analytics
 - vii. performance dashboards
 - viii. time records
 - ix. measurement of service quality
 - 3.4. The practice management system must be comprehensive, agile, adaptable, scalable and to industry standard and must be firmly embedded with team members and clients and fully functional within a period of 24 months from date of contract.
- ## 4. SCOPE OF SERVICES
- 4.1. The Scope of Services required under this assignment include:
 - 4.1.1. Agree overall scope of practice management system with AGC team
 - 4.1.2. Perform an assessment of current practices and future direction for AGC to inform the requirements for a legal practice management system for AGC.
 - 4.1.3. Prepare functional and technical requirements for a legal practice management system using as a guide, the results of the assessment in section 4.1.2.
 - 4.1.4. Design and develop a legal practice management system for AGC inclusive of component systems, detailed specifications, project plans, and any other component required to have a fully functional and fit-for-purpose legal practice



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management system, and a logical phased approach to implement the system. Where required, project plans to communicate the design for each component should be included, along with user guides and operational manuals. The design should consider alternatives, cost-benefit analyses, and risk management strategies for each alternative. Where alternative designs are considered and documented, the Consultant must indicate which is the preferred or recommended design.

- 4.1.5. Assist with the procurement process for each component of the legal practice management system, including but not limited to, determining fair market budget costs, assist with preparing tender documents, evaluating tenders, and negotiating the resulting contract.
- 4.1.6. Provide contract management services, coordinate and oversee the implementation of the prescribed legal practice management system including testing, verification, acceptance, and commissioning of the system components.
- 4.1.7. Develop and implement a Training Plan for use of the practice management system to AGC staff including the transfer of skills and knowledge to identified members of the legal operations and administrative teams as well as counsel, as appropriate.

5. DELIVERABLES

- 5.1. The deliverables to be provided relative to this assignment include:
 - 5.1.1. An Inception Report that documents initial desk reviews and finalise the methodology and schedule for performing the assignment within **30 days** from the date noted in the Letter of Acceptance;
 - 5.1.2. Design Report #1 which documents, the functional and technical requirements for the legal practice management system in accordance with Section 4.1.3, and proposed design in accordance with Section 4.1.4;
 - 5.1.3. Design Report #2 which includes the final design and alternative for the legal practice management system after consultation with AGC;
 - 5.1.4. Monthly Reports commencing one month after submission of the Inception Report, and submitted by the 7th of each month for the previous month's report;

- 5.1.5. A Training Plan in accordance with 4.1.7;
- 5.1.6. User Guides and Operational Manual in accordance with 4.1.4; and
- 5.1.7. A Final Report which documents the implementation of the project, recommendations for future phases of the project.

6. PRE-TENDER MEETING

A virtual Pre-Tender meeting will be held via WebEx platform on Thursday, **10th March, 2022 at 10:00 am (local time)**. All prospective tenderers will be notified of the access code and password prior to the meeting. The pre-tender meeting is not mandatory; however, it is recommended that each Bidder attend. Each Bidder must be fully informed regarding all existing and expected conditions and matters which might affect the cost or performance of the Services. Any failure to fully assess the associated cost, shall not relieve any Bidder from responsibility to properly evaluate the difficulty or cost of successfully performing the Services.

7. PROCUREMENT QUESTIONS – PROHIBITED CONTACTS

Any questions regarding this RFP should be submitted in writing by email only to the Procurement Coordinator at procurement@gov.vg on or before **24th March, 2022**.

Questions submitted after the designated period will not be considered. Any response made by the Procurement Unit will be provided in writing to all Bidders via an addendum. It is the responsibility of each Bidder to obtain a copy of any addendum issued for this procurement. No Bidder may rely on any verbal response to any question submitted concerning this RFP. All communications by any Bidder concerning this RFP must be made to the Procurement Coordinator via procurement@gov.vg.

8. SUBMISSION OF PROPOSALS

- 8.1. **Electronic submissions of proposals in a non-editable format and not exceeding 10 MB should be sent to the Procurement Coordinator (Mrs. Ishma Rhymer) at email address procurement@gov.vg. The filename and the email subject must bear the Applicant's name and "RFP for Implementation of a Practice Management System for BVI".**
- 8.2. Proposals must be submitted to the Procurement Coordinator no later than **29th March, 2022 at 10:00 am (local time)**. It is the responsibility of the bidder to ensure that bid is received by the Procurement Coordinator before the aforementioned submission deadline. Late submissions will not be accepted for evaluation.

Proposals will be opened on the same day at **12:00 noon**. Bidders who wish to witness the opening process via WebEx will be provided with the access code and password by **12:00 noon on 28th March, 2022**.

- 8.3. Proposals must be submitted in accordance with paragraph 8.1 and 8.2 with documentary evidence (where applicable) that include the following:

- 8.3.1. Form of Proposal as per attached **Form I**
- 8.3.2. Company profile and statement of capability;
- 8.3.3. Curriculum Vitae for all key members of the firm that are expected to deliver the services;
- 8.3.4. General information on the bidder as per attached **Form II: General Information**;
- 8.3.5. A list with brief descriptions of recent assignments that demonstrate a proven track record, solid reputation, success, and experience that are similar in scope to the requirements of this assignment that the firm has participated in as per attached **Form III: Statement of Experience on Similar Assignments**;
- 8.3.6. Proposed methodology for implementing the Services including a Schedule with timelines for completion of tasks and submission of the deliverables;
- 8.3.7. Financial Proposal to perform the services including hourly charge-out rates for personnel that are proposed to be assigned to deliver these services as per attached **Form IV: Cost Proposal Questionnaire**;
- 8.3.8. Firms are required to submit a valid business licence or equivalency as proof of authorisation to operate a business in the area of the required expertise in its jurisdiction of operation; and
- 8.3.9. Any other documentary evidence to establish credentials.

The Government of the Virgin Islands (British) does not bind itself to accept the lowest or any other tender and will not defray any costs incurred by the Tenderer.

Ministry of Finance
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