

# **REQUEST FOR PROPOSAL (RFP)**

## **TENDER FOR THE PROVISION OF JANITORIAL SERVICES AT BUCCOO INTEGRATED FACILITY**

### **FOR A PERIOD OF ONE (1) YEAR**

<b>Tender Closing Date</b>	<b>17<sup>th</sup> January, 2020</b>
<b>Tender Closing Time</b>	<b>2:00 pm</b>
<b>Tender Opening Date</b>	<b>17<sup>th</sup> January, 2020</b>
<b>Tender Opening Time</b>	<b>2:15 pm</b>

**OCS-BIF-001**

## **TABLE OF CONTENTS**

1.0	Introduction	3
1.1	Purpose of the RFP	3
2.0	No Contractual Obligation	4
3.0	No Claim for Compensation	4
4.0	No Conflict of Interest	5
5.0	Tender Restrictions	5
6.0	Due Diligence	5
7.0	Acknowledgement	6
8.0	Rights of the Office of the Chief Secretary	6
9.0	Request for Additional Information	7
10.0	Format of Tenders	7
11.0	Pre-Qualifications	8
12.0	Tender Submissions	8
13.0	RFP Schedule	8
14.0	Late Tenders	10
15.0	Site Visits	10
16.0	Selection Criteria	10
17.0	Award Criteria	11
18.0	Additional Enquiries	12
	Schedule 1 - Scope of Works	13-14
	Schedule 2 - Form of Tender	15

## **1.0 INTRODUCTION:**

The Tobago House of Assembly (**THA**) comprises two main arms, the **Legislative Arm** and the **Executive Arm**, and **ten(10) divisions** with particular remits plus the Office of the Chief Secretary, which oversees the others. The Assembly was created by Act 37 of 1980 for “making better provision for the administration of Tobago and for matters therein.”

The aim of the Office of the Chief Secretary (OCS) is to provide exceptional and equitable services to all customers through the use of technology and a well trained professional workforce leading to the development of Tobago

In this regards OCS is seeking competent and reliable Janitorial service providers to provide exceptional janitorial works. The OCS will conduct its procurement process in accordance with procurement best practice to ensure integrity, accountability, good governance, transparency and value for money.

### **1.1 PURPOSE OF THE RFP**

The purpose of this RFP is to engage competent and professional Janitorial companies to provide janitorial services at Buccoo Integrated Facility. The Buccoo Integrated Facility was built and dedicated to the vibrancy of the village of Buccoo by being dual purposed, offering affordable commercial rental spaces in order to assist Buccoo’s entrepreneurs, as well as being home to a variety of rental spaces for the hosting of events. The maintenance, both ongoing and preventive, as well as developmental projects, are at the forefront in continually developing the Buccoo Village. Buccoo Integrated Facility also hosts the famous Sunday School, where people of all walks of life and from all over the world come to have a good time. In this regard, service providers must be able to keep the facility clean, sanitized and disinfected at the highest acceptable standards.

OCS requires the best Janitorial Service Providers to help reduce occupational hazards and to ensure optimum maintenance of the facility. Ultimately the aim is to provide a

clean and comfortable working environment for all those who occupy and use this facility. OCS seeks to partner with service providers to share information, share cost and share the vision of the Assembly to remain “**committed to excellent service delivery while empowering our people**”.

## **PART 1      INSTRUCTION TO BIDDERS**

Service Providers participating in this Tender are asked to please **READ THE INSTRUCTIONS CAREFULLY.**

### **2.0      No Contractual Obligations**

This is a Request for Proposal (RFP). No contractual obligations will arise between OCS and any bidder until and unless OCS and a bidder enters into a formal, written contract for the bidder to provide the services contemplated in this Instructions to Bidders (ITB).

OCS reserves the right to reject any or all tenders, in whole or in part, to negotiate changes in the scope of services and waive any technicalities as deemed in its best interest.

### **3.0      No Claim For Compensation**

Except as expressly and specifically permitted in these instructions to the Bidder, no Service Provider shall have any claim for any compensation of any kind whatsoever, as a result of participation in the ITB, and by submitting a tender each Bidder shall be deemed to have agreed that it has no claim.

#### **4.0     Conflict Of Interest**

OCS will ensure there is no Conflict of Interest in this tender. As such, any relationship involving Service Providers and Members of OCS's Management and Staff must be fully disclosed.

#### **5.0     Tender Restrictions**

This tender is restricted to Service Providers registered with the Registrar General in the Island of Tobago. Additionally, only Service Providers that are pre-qualified with the Procurement Control Office, Office of the Chief Secretary, in the category of "Janitorial Equipment, Sales & Services" shall be eligible to partake in this tender.

#### **6.0     Due Diligence**

The Office of the Chief Secretary (OCS) in its responsibility to perform due diligence, will ensure the following:

- a. Service Providers have the legal capacity to enter into the procurement contract;
- b. Service Providers are not insolvent, in receivership, bankrupt or being wound up, their affairs are not being administered by a court or a judicial officer, their business activities have not been suspended and they are not the subject of legal proceedings for any of the foregoing;
- c. Service Providers have not, and their directors or officers have not, been convicted of any criminal offence;
- d. Service Providers have fulfilled their obligations to pay all required taxes and contributions in Trinidad and Tobago;
- e. Service Providers have the necessary professional and technical qualifications and competence, financial resources, equipment and other

- physical facilities, managerial capability, reliability, experience and personnel to perform the procurement contract; and
- f. Service Providers meet relevant industry standards.

## **7.0 Acknowledgement:**

- a. Interested parties must indicate by e-mail: [paul.duncan@tha.gov.tt](mailto:paul.duncan@tha.gov.tt) that they have downloaded the ITB and intends to tender. Proposals must be signed by the person making the offer. With this acknowledgement, bidders must also indicate the **name and contact details** of the persons within their organization responsible for leading the tender process and subsequent liaison between OCS and their organization for correspondence and queries.

## **8.0 Rights Of The Office Of The Chief Secretary**

- a. OCS reserves the right to reject a Bid, which does not provide satisfactory evidence that the proponent has the technical, physical and financial resources to complete the work with satisfactorily and completely
- b. OCS may declare the bidding void when none of the bids meet the intent of the specifications or when it is evident that there has been a lack of competition and or that there has been collusion. In addition, all bids may be rejected if they are substantially higher than the official budget approved by the Division. Extremely low bids may also be voided.
- c. OCS does not bind itself to accept the lowest or any offer or to reimburse proponents for any expenses incurred in bidding.

## **9.0     Requests For Additional Information:**

Service Providers requiring a clarification of the bid documents **MUST** do so by contacting the Procurement Control Office **ONLY**. Please send email to the following email address: [paul.duncan@tha.gov.tt](mailto:paul.duncan@tha.gov.tt). All queries should be addressed to:

**Mr. Paul Duncan**  
**Assistant Manager, Procurement**  
**Procurement Control Office**  
**Phone: 639-3421 Ext. 1021**

Replies to any request for clarification or additional information (including all previous requests) shall be circulated to all parties participating in this tender process.

## **10.0   Format Of Tenders:**

- a. Tenders shall comprise a Single-Envelope System, this means a single envelope containing both the financial and additional information required by the OCS for evaluation. Price must be submitted on the “**FORM OF TENDER**” template in **Schedule 2 of this RFP**
- b. Alterations or erasures on any tender shall be initialed by the bidder or, in the case of a company, partnership or firm, by a duly authorized officer or employee of such company, partnership or firm.

## **11.0   Pre-qualification**

Pre-qualification documents can be downloaded from the PCO’s official website at: <http://pco.tha.gov.tt/pre-qualification/>. Contractors that have followed the PCO’s instruction for prequalification can submit their documents to:

**Procurement Control Office**  
**Spring Gardens Office Complex**  
**Of the Orange Hill ext. Road leading to Plymouth**

All communication with THA with regards to this Pre-Qualification shall be initiated through:

**Mr. Paul Duncan**

Assistant Manager, Public Procurement  
Procurement Control Office  
Tobago House of Assembly  
Office of the Chief Secretary  
E-mail: paul.duncan@tha.gov.tt  
Phone: 639-3421 ext. 1021

**12.0 Tender Submissions**

All tenders must be submitted in sealed envelopes, labelled in **BOLD** letter and addressed as follows:

**SECRETARY OF THE TENDERS COMMITTEE**

**Tender For The Provision Of Janitorial Services At The Buccoo Integrated Facility  
For A Period Of One (1) Year.**

And deposited at the following location:

**Procurement Control Office  
Spring Garden Office Facility  
Spring Garden Extension Road  
Scarborough**

- a. Service Providers **MUST** submit one (1) original and four (4) copies of their bids. Every bid **must** comprise a price schedule using the “**Form of Tender**” sheet (*Schedule 2*). The envelope of the original bid **MUST** be labelled as “**ORIGINAL**” in **BOLD** font and the envelopes containing copies **MUST** be labelled “**COPY**”
- b. Envelopes must be properly sealed with the Service Provider’s returning address and contact number at the back of the envelope.
- c. Tender Box Opening dimensions is approx. 14” long x ¾” wide.
- d. Service Providers **MUST** also affix their company’s stamp at the front of the Envelope and also on the Price Schedule Form (**FORM OF CONTRACT**). The form must be signed, dated and stamped by the Principal or representative responsible for preparing the bid.



- e. Failure to comply with these instructions (a-c above) will result in rejection of tender packages.

**Tenderers are again reminded to pay close attention to the instructions outlined in this tender.**

**13.0 Request For Proposal (RFP) Schedule:**

<b>DETAILS</b>	<b>DATE &amp; TIME</b>
<b>RFP Enquiry Deadline</b>	<b>Thursday 16<sup>th</sup>, 2020. 1:00pm</b>
<b>Site Visit Location</b>	<b>Buccoo Integrated Facility, Buccoo.</b>
<b>Site Visit Date</b>	<b>Tuesday 14<sup>th</sup> January, 2020</b>
<b>Site Visit Time</b>	<b>10:00 am</b>
<b>Tender Closing Date</b>	<b>17<sup>th</sup> January, 2020</b>
<b>Tender Closing Time</b>	<b>2:00 pm</b>
<b>Tender Opening Date</b>	<b>17<sup>th</sup> January, 2020</b>
<b>Tender Opening Time</b>	<b>2:15 pm</b>

Tenderers are publicly invited to be part of the Tender Opening to be held at:

**Procurement Control Office  
Spring Garden Office Facility, Spring Garden  
Scarborough, Tobago**

**14.0 LATE TENDERS:**

- a. Late tenders will not be accepted under any circumstances.

## 15.0 SITE VISITS

One site visit will be held with all interested and eligible tenderers on the date identified in the table numbered 14.0 in this RFP. No Service Provider shall visit the site without proper authorization. :

## 16.0 SELECTION CRITERIA

- a. Service Providers whose bids shall move forward to the evaluation stage **MUST** comply with the mandatory requirements and acquire no less than 30 points to move to the award stage:

	CRITERIA	RELEVANCE	PROVIDED		MAX POINTS
1	Tender must be neat, labeled, organized and easy to navigate		Yes	No	10
2	Certificate of Incorporation/Business Registration	<b>Mandatory</b>	Yes	No	
3	NIS Registration/Compliance Certificate	<b>Mandatory</b>	Yes	No	
4	Valid BIR	<b>Mandatory</b>	Yes	No	
5	VAT registration – where applicable	<b>Mandatory</b>	Yes	No	
6	List of chemicals to be used by Provider		Yes	No	5
7	List of Equipment owned		Yes	No	5
8	Quality Control Checklist		Yes	No	5
9	Sample Janitorial Report		Yes	No	5
10	Completed, signed and stamped form of Tender	<b>Mandatory</b>	Yes	No	
11	Employees Code of Conduct		Yes	No	5
12	List of Personal Protective Equipment (PPE) that will be issued to employees.	<b>Mandatory</b>	Yes	No	
13	Contractor's Safety Instruction for employees operating on the compound of BIF		Yes	No	5
14	Successful Pre-qualification Notification Letter	<b>Mandatory</b>	Yes	No	
	<b>TOTAL POINTS</b>				<b>40 Points Max</b>

- b. OCS reserves the rights to waive any of the criteria above.
- c. Service Provider's points acquired in the Selection Criteria will be added to points acquired in the Award Criteria to arrive at successful winner.
- d. OCS reserves the right to negotiate with the successful Service Provider.

## 17.0 AWARD CRITERIA

**Please pay attention to the criteria by which tender submissions shall be scored.**

EVALUATION CRITERIA	HIGH Score	MEDIUM Score	LOW Score
<b>Cost</b> Lowest Competitive pricing considering all other factors	Best Price Submitted  45	2 <sup>nd</sup> Best Price Submitted  30	3 <sup>rd</sup> Best Price Submitted  25
<b>Evidence of Financial Capacity</b> Ability of the contractor to pay employees and absorb other cost	Service Provider demonstrates high financial capacity  55	Service Provider demonstrates satisfactory financial capacity  40	Service Provider demonstrates poor or no financial capacity  0
<b>TOTAL SCORE</b>	<b>100</b>	<b>70</b>	<b>25</b>

## 18.0 ADDITIONAL ENQUIRIES

Bidders should answer the following questions in their submissions.

NO	DESCRIPTION	Yes	No
1	Do you abide by the law and pay your workers minimum wage and/or above minimum wage?		
2	Do you provide your workers with the required safety equipment to adequately protect them during working hours? (gloves, dust masks, aprons, goggles, etc.		
3	Do you deduct NIS from workers salary and file those contributions with the NIS office?		
4	Do you have a supervisor who monitors and ensure quality control?		
5	Are your workers clad in Uniform and wear ID badges for security purposes?		
6	Are the chemicals you use ECO friendly?		
7	Do you provide ongoing training in hygiene management to your staff?		
8	Do you have the capacity to maintain terrazzo and other hard surface floors?		
9	In the case of any delayed payments by THA do you have the capacity to pay your workers?		
10	Do you provide external services as part of your janitorial services, (power washing, high glass cleaning, external walls ect.)		
11	Can you provide Janitorial Services on Sundays		

## **SCOPE OF WORKS TO BE PERFORMED**

### **SCHEDULE 1**

<b>Task Description</b>	<b>Required Result</b>
All office floors must be swept, mopped so that they shine	Floor should be clean and shining <b>Daily</b>
Walls must be free of grime, removable stains and dust	walls should be cleaned without smudges <b>Daily</b>
All corridors and staircases must be swept, mopped and dried	Should be devoid of any smudges, streaks or scuff marks <b>Daily</b>
Cleaning of all toilets, wash basins, floors and other surfaces	Should be devoid of any smudges, streaks, stains or scuff marks <b>Daily</b>
Toilet paper rolls and hand towel rolls should be replenished adequately when depleted	Rolls should always be available <b>As Required</b>
Hand sanitizer and liquid soap dispensers should be replenished when depleted	Dispensers should have liquid soap always <b>As Required</b>
All trash bins should be emptied and cleaned and sanitized and its contents bagged and placed in the outside trash container	No garbage should remain in bins <b>Trice Daily</b>
Cleaning of all doors (including knob) and windows	Glass windows can be seen through clearly ( no streaks) <b>Weekly</b>
All desk and tables should be cleaned and sanitized	Desks are clean and shiny <b>Daily</b>
Dusting and cob-webbing of ceilings and fixtures	There should be no visible dust or cob-webs in the building <b>Fortnightly</b>
Cleaning of fixtures	Should appear dust free <b>Monthly</b>
Cleaning of Ledges	There should be no dust on ledges <b>As Required</b>
Cobwebbing of ceiling	There should be no cobweb nor dust <b>Fortnightly</b>
Replacing Air fresheners	Air should have a pleasing odor <b>As Required</b>
Power Washing	Power wash exterior if mossy, stained, dirty <b>Monthly</b>
Wiping and cleaning of copiers/printers so that they appear clean	Equipment must look clean <b>Daily</b>
Ensure equipment used (mops, cans, brushes, rags are clean	Equipment look clean and sanitized <b>Daily</b>

and sanitized before use	
Cleaning and sanitizing of phones with separate cloth designate for phones	Phones must be clean and sanitized <b>Daily. Using specified phone cleaner</b>
Cleaning of refrigerators and microwaves and keeping kitchen/lunchroom counters and tables and kitchen sinks and faucets sparkling clean	Kitchen and lunchroom areas must be sparkling clean <b>Daily</b>
Cleaning of entire conference rooms where available	Conference room should be thoroughly clean and sanitized <b>Daily</b>
Cleaning of glass, mirrors	Mirrors and glass should be without streaks <b>Weekly</b>
<b>MINOR WORKS</b>	
*Minor Electrical works	Changing of light bulbs
*Minor Painting works	Touch up walls ect
*Minor Plumbing works	Leaking faucets, pipes, minor repairs works
*Minor Carpentry works	Repair door handles, locks, hinges ect.

**The successful service provider must be able to provide janitorial services on Weekends  
All Consumables MUST be provided by the Service Provider**

**Service Providers are asked to provide rates for the performance of minor works**

**SCHEDULE 2**

**FORM OF TENDER**

(NOTE: THE APPENDIX HEREIN FORMS PART OF THE TENDER)

Tender for: **PROVISION OF JANITORIAL SERVICES FOR BUCCOO INTEGRATED  
FACILITY FOR A PERIOD OF ONE (1) YEAR**

To:

**“SECRETARY OF THE TENDERS COMMITTEE”**

Sir/Madam,

Having examined the Tender Document issued by Office of the Chief Secretary (OCS) and having also visited the sites, we do hereby, offer to execute and complete the whole of the said works described and referred to therein for the sums herein proposed:

**NAME OF FACILITY: Buccoo Integrated Facility**

**Proposed Price**(Figures).....

(Words).....

.....

..... Trinidad and Tobago Dollars (TT\$.....) exclusive of VAT

**VAT:**

.....

.....Trinidad and Tobago Dollars (TT\$.....)

Stamp