



Ministry of Health
Department of Health

Request for Proposals
For
Cleaning and Laundry Services
Sylvia Richardson Care Facility and ST. George's Health Centre

Request for Proposals No.: **#002 May 2018***

Issued: **February 7th** , 2018

Submission Deadline: **March 1st** , 2018 **4:00 PM AST**

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[ANNEX A SAMPLE FORM OF AGREEMENT](#)

PART 1 – INVITATION AND SUBMISSION INSTRUCTIONS

1.1 Invitation to Proponents

This Request for Proposals (the “RFP”) is an invitation by the Government of Bermuda (the “Government”) to prospective proponents to submit proposals for **Sylvia Richardson Care Facility and St. George’s Health Centre for Cleaning and Laundry Services**, as further described in Section A of the RFP Particulars (Appendix D) (the “Deliverables”).

The scope of works requires the proponent to provide of all labor, supervision, tools, equipment, and specified materials for cleaning services for both entities, and laundry services for Sylvia Richardson Care Facility.

1.2 RFP Contact For the purposes of this procurement process, the “RFP Contact” will be:

Angela Brangman, the Administrator email agbrangman@gov.bm

Proponents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of the Government, other than the RFP Contact, concerning matters regarding this RFP. Failure to adhere to this rule may result in the disqualification of the proponent and the rejection of the proponent’s proposal.

Proponents downloading this file and responding are required to register with RFP Contact by emailing their company name and contact information to agbrangman@gov.bm. Amendment/addenda (if any) will be posted at <https://www.gov.bm/procurement-notice> Proponents should visit the Government Portal website on a regular basis during the procurement process.

1.3 Type of Contract for Deliverables

The selected proponent will be required to enter into an agreement with the Government for the provision of the Deliverables in the form attached as Appendix A to the RFP (the “Agreement”). It is the Government’s intention to enter into the Agreement with only one (1) legal entity. The term of the Agreement is to be for a period of (two) 2 years, with an option in favour of the Government to extend the Agreement terms and conditions acceptable to the Government and the selected proponent for an additional term of up to (six) 6 months. Joint submissions are acceptable; however, if a joint submission is made, the submission must clearly indicate which party will act as the prime contractor.

1.4 RFP Timetable

Issue Date of RFP	February 7th, 2018
Mandatory Site Visit / Pre-Bid Meeting	February 19th, 2018 at 11:00 AM Atlantic Standard Time ("AST")
Deadline for Questions	February 22nd, 2018 [4:00 PM] AST
Deadline for Issuing Addenda	February 26, 2018 [4:00 PM] AST
Submission Deadline	March 1st, 2018 AST
Irrevocability Period	90 calendar days
Anticipated Execution of Agreement	May 1 st 2018

The RFP timetable is tentative only, and may be changed by the Government at any time. Proponents are requested to submit a Registration of Interest prior to the deadline noted in the timetable above.

Full details and copy of the Request for Proposal documents may be obtained from the Sylvia Richardson Care Facility reception desk #4 Old Military Road, St. George's GE 03 during the hours of 9:15 AM – 4:00 PM, from February 7th – 16th, 2018 and is posted on the Government's Portal at <https://www.gov.bm/procurement-notice>

Mandatory site visit: There will be a mandatory site meeting and tour on Monday February 19, at 11:00 a.m. Your proposal will be rejected if you are **not** represented at this meeting. Please confirm your attendance to the Administrative Assistant – Kasandra Hayward at [298-8770](tel:298-8770) or by email: kthayward@gov.bm.

1.5 Submission of Proposals

1.5.1 Proposals to be Submitted at Prescribed Location

- 1) Proposals must be submitted to the Sylvia Richardson Care Facility reception desk, #4 Old Military Road, St. George's In a sealed envelope that is clearly addressed as follows:

**RFP for Provision of Cleaning and Laundry Services for
Department of Health (DoH) – Sylvia Richardson Care Facility and St.
Georges Health Centre.**

Attention: A. Brangman, Administrator

- 2) **Fax or emailed proposals will not be accepted.** Proposals not following the above instructions **will not** be opened and will be eliminated from the evaluation process.

1.5.2 Proposals to be Submitted on Time

Proposals must be submitted at the location set out above on or before the Submission Deadline. Proposals submitted after the Submission Deadline will be rejected. Onus and responsibility rest solely with the proponent to deliver its proposal to the exact location (including floor, if applicable) indicated in the RFP on or before the Submission Deadline. The Government does not accept any responsibility for submissions delivered to any other location by the

proponent or its delivery agents. Proponents are advised to make submissions well before the deadline. Proponents making submissions near the deadline do so at their own risk.

1.5.3 Proposals to be Submitted in Prescribed Format

Proponents shall submit Two (2) original signed hard copies of their proposal in a sealed package or one (1) electronic copy, in Microsoft Word or Adobe PDF format. If both a hard copy and electronic copy of the proposal are submitted and there is a conflict or inconsistency between the hard copy and the electronic copy of the proposal, the hard copy of the proposal will prevail. Proposals should be prominently marked with the RFP title and number (see RFP cover), with the full legal name and return address of the proponent.

1.5.4 Amendment of Proposals

Proponents may amend their proposals prior to the Submission Deadline by submitting the amendment in a sealed package prominently marked with the RFP title and number and the full legal name and return address of the proponent to the location set out above. Any amendment should clearly indicate which part of the proposal the amendment is intended to amend or replace.

1.5.5 Withdrawal of Proposals

Proponents may withdraw their proposals prior to the Submission Deadline. To withdraw a proposal, a notice of withdrawal must be sent to the RFP Contact prior to the Submission Deadline and must be signed by an authorized representative of the proponent. The Government is under no obligation to return withdrawn proposals.

1.5.6 Proposals Irrevocable after Submission Deadline

Proposals shall be irrevocable for a period of ninety (90) calendar days running from the moment that the Submission Deadline passes.

[End of Part 1]

PART 2 – EVALUATION AND AWARD

2.1 Stages of Evaluation

The Government will conduct the evaluation of proposals in the following stages:

2.2 Stage I – Mandatory Submission Requirements

Stage I will consist of a review to determine which proposals comply with all of the mandatory submission requirements. Proposals that do not comply with all of the mandatory submission requirements as of the Submission Deadline will, subject to the express and implied rights of the Government, be rejected. The mandatory submission requirements are listed in Section C of the RFP Particulars (Appendix D).

2.2.1 No Amendment to Forms

Other than inserting the information requested on the mandatory submission forms set out in the RFP, a proponent may not make any changes to any of the forms. Any proposal containing any such changes, whether on the face of the form or elsewhere in the proposal, may be disqualified.

2.3 Stage II – Evaluation Stage II will consist of the following two sub-stages:

2.3.1 Mandatory Technical Requirements

The Government will review the proposals to determine whether the mandatory technical requirements as set out in Section D of the RFP Particulars (Appendix D) have been met. Proposals that do not comply with all of the mandatory technical requirements will, subject to the express and implied rights of the Government, be disqualified and not evaluated further.

2.3.2 Rated Criteria

The Government will evaluate each qualified proposal on the basis of the non-price rated criteria as set out in Section F of the RFP Particulars (Appendix D).

2.4 Stage III – Pricing

Stage III will consist of a scoring of the submitted pricing of each qualified proposal in accordance with the price evaluation method set out in Pricing (Appendix C). The evaluation of price will be undertaken after the evaluation of mandatory requirements and rated criteria has been completed.

2.5 Selection of Top-Ranked Proponent

After the completion of Stage III, all scores from Stage II and Stage III will be added together and proponents will be ranked based on their total scores. Subject to the reserved rights of the Government, the top-ranked proponent will be selected to enter into the Agreement in accordance with the following section. In the event of a tie, the selected proponent will be the proponent selected by way of lowest price.

2.6 Notice to Proponent and Execution of Agreement

Notice of selection by the Government to the selected proponent shall be given in writing. The selected proponent shall execute the Agreement in the form attached as Appendix A to this RFP and satisfy any other applicable conditions of this RFP, including the pre-conditions of award listed in Section E of the RFP Particulars (Appendix D), within fifteen (15) days of notice of selection. This provision is solely for the benefit of the Government and may be waived by the Government.

2.7 Failure to Enter into Agreement

In addition to all of the Government's other remedies, if a selected proponent fails to execute the Agreement or satisfy any applicable conditions within fifteen (15) days of notice of selection, the Government may, without incurring any liability, withdraw the selection of that proponent and proceed with the selection of another proponent.

[End of Part 2]

PART 3 – TERMS AND CONDITIONS OF THE RFP PROCESS

3.1 General Information and Instructions

3.1.1 Proponents to Follow Instructions

Proponents should structure their proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a proposal should reference the applicable section numbers of this RFP.

3.1.2 Proposals in English

All proposals must be written in the English language only.

3.1.3 No Incorporation by Reference

The entire content of the proponent's proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the proponent's proposal but not attached will not be considered to form part of its proposal.

3.1.4 References and Past Performance

In the evaluation process, The Government may include information provided by the proponent's references and may also consider the proponent's past performance or conduct on previous contracts with the Government or other institutions.

3.1.5 Information in RFP Only an Estimate

The Government and its advisers make no representation, warranty or guarantee as to the accuracy of the information and empirical data contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only, and are for the sole purpose of indicating to proponents the general scale and scope of the Deliverables. It is the proponent's responsibility to obtain all the information necessary to prepare a proposal in response to this RFP.

3.1.6 Proponents to Bear Their Own Costs

The proponent will bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews, travel or demonstrations.

3.1.7 Proposal to be Retained by The Government

The Government will not return the proposal or any accompanying documentation submitted by a proponent.

3.1.8 No Guarantee of Volume of Work or Exclusivity of Contract

The Government makes no guarantee of the value or volume of work to be assigned to the successful proponent. The Agreement will not be an exclusive contract for the provision of the described Deliverables. The Government may contract with others for goods and services the same as or similar to the Deliverables or may obtain such goods and services internally.

3.1.9 Equivalency

When proprietary names, brands, catalogues or reference numbers are specified in the Deliverables, they are intended to set a minimum standard, and preference for any particular material or equipment is not intended. The proponent may offer material or equipment of similar characteristics, type, quality, appearance, finish, method of construction and performance and if doing so must disclose any difference in the characteristics, type, quality, appearance, finish, method of construction or performance of the material or equipment.

3.2 Communication after Issuance of RFP

3.2.1 Proponents to Review RFP

Proponents shall promptly examine all of the documents comprising this RFP, and

- (a) shall report any errors, omissions or ambiguities; and
- (b) may direct questions or seek additional information

in writing by email to the RFP Contact on or before the Deadline for Questions. All questions or comments submitted by proponents by email to the RFP Contact shall be deemed to be received once the email has entered into the RFP Contact's email inbox. No such communications are to be directed to anyone other than the RFP Contact. The Government is under no obligation to provide additional information, and the Government shall not be responsible for any information provided by or obtained from any source other than the RFP Contact. It is the responsibility of the proponent to seek clarification from the RFP Contact on any matter it considers to be unclear. The Government shall not be responsible for any misunderstanding on the part of the proponent concerning this RFP or its process.

3.2.2 All New Information to Proponents by Way of Addenda

This RFP may be amended only by addendum in accordance with this section. If the Government, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all proponents by addendum. All addenda will be published online at <https://www.gov.bm/procurement-notices>. Each addendum forms an integral part of this RFP and may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by the Government. In the Submission Form (Appendix B), proponents should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.

3.2.3 Post-Deadline Addenda and Extension of Submission Deadline

If the Government determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, the Government may extend the Submission Deadline.

3.2.4 Verify and Clarify

When evaluating proposals, the Government may request further information from the proponent or third parties in order to verify or clarify the information provided in the proponent's proposal. The information may include, without limitation, clarification with respect to whether a response meets the mandatory technical requirements set out in Section D of the RFP

Particulars (Appendix D). The response received by the Government shall, if accepted by the Government, form an integral part of the proponent's proposal.

3.3 Notification and Debriefing

3.3.1 Notification to Other Proponents

Once the Agreement is executed by the Government and a proponent, the other proponents may be notified directly in writing of the outcome of the procurement process.

3.3.2 Debriefing

Proponents may request a debriefing after receipt of a notification of the outcome of the procurement process. All requests must be in writing to the RFP Contact and must be made within sixty (60) days of such notification.

3.3.3 Procurement Protest Procedure

If a proponent wishes to challenge the RFP process, it should provide written notice to the RFP Contact in accordance with the Government's Procurement Protest procedures. The notice must provide detailed explanation of the proponent's concern with the procurement process or its outcome.

3.4 Conflict of Interest and Prohibited Conduct

3.4.1 Conflict of Interest

For the purposes of this RFP, the term "Conflict of Interest" includes, but is not limited to, any situation or circumstance where:

- (a) in relation to the RFP process, the proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of the Government in the preparation of its proposal that is not available to other proponents, (ii) communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive RFP process or render that process non-competitive or unfair; or
- (b) in relation to the performance of its contractual obligations contemplated under a contract for the Deliverables, the proponent's other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

3.4.2 Disqualification for Conflict of Interest

The Government may disqualify a proponent for any conduct, situation or circumstances, determined by the Government, in its sole and absolute discretion, to constitute a Conflict of Interest as defined above.

3.4.3 Disqualification for Prohibited Conduct

The Government may disqualify a proponent, rescind a notice of selection or terminate a contract subsequently entered into if the Government determines that the proponent has engaged in any conduct prohibited by this RFP.

3.4.4 Prohibited Proponent Communications

Proponents must not engage in any communications that could constitute a Conflict of Interest and should take note of the Conflict of Interest declaration set out in the Submission Form (Appendix B).

3.4.5 Proponent Not to Communicate with Media

Proponents must not at any time directly or indirectly communicate with the media in relation to this RFP or any agreement entered into pursuant to this RFP without first obtaining the written permission of the RFP Contact.

3.4.6 No Lobbying

Proponents shall not in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political action or other activity whatsoever to influence or attempt to influence Parliament, the Government, or to influence or attempt to influence any legislative or regulatory action, in the selection or evaluation of any proponent.

3.4.7 Illegal or Unethical Conduct

Proponents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion or collusion. Proponents must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials or other representatives of the Government; deceitfulness; submitting proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

3.4.8 Past Performance or Past Conduct

The Government may prohibit a supplier from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, including but not limited to the following:

- (a) illegal or unethical conduct as described above;
- (b) the refusal of the supplier to honour its submitted pricing or other commitments; or

- (c) any conduct, situation or circumstance determined by the Government, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest.

3.4.9 No Collusion

Proponents must not engage in any collusion and must sign the certificate as set out in the Certificate of Confirmation of Non-Collusion (Appendix E).

3.5 Confidential Information

3.5.1 Confidential Information of The Government

All information provided by or obtained from the Government in any form in connection with this RFP either before or after the issuance of this RFP

- (a) is the sole property of the Government and must be treated as confidential;
- (b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract for the Deliverables;
- (c) must not be disclosed without prior written authorization from the Government; and
- (d) must be returned by the proponent to the Government immediately upon the request of the Government.

3.5.2 Confidential Information of Proponent

A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Government. The confidentiality of such information will be maintained by the Government, except as otherwise required by the Public Access to Information Act 2010 or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed on a confidential basis to advisers retained by the Government to advise or assist with the RFP process, including the evaluation of proposals. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the RFP Contact.

3.6 Reserved Rights and Limitation of Liability

3.6.1 Reserved Rights of The Government

The Government reserves the right to

- (a) make public the names of any or all proponents;
- (b) make changes, including substantial changes, to this RFP provided that those changes are issued by way of addendum in the manner set out in this RFP;
- (c) request written clarification or the submission of supplementary written information in relation to the clarification request from any proponent and incorporate a proponent's response to that request for clarification into the proponent's proposal;

- (d) assess a proponent's proposal on the basis of: (i) a financial analysis determining the actual cost of the proposal when considering factors including quality, service, price and transition costs arising from the replacement of existing goods, services, practices, methodologies and infrastructure (howsoever originally established); and (ii) in addition to any other evaluation criteria or considerations set out in this RFP, consider any other relevant information that arises during this RFP process;
- (e) waive formalities and accept proposals that substantially comply with the requirements of this RFP;
- (f) verify with any proponent or with a third party any information set out in a proposal;
- (g) check references other than those provided by any proponent;
- (h) disqualify a proponent, rescind a notice of selection or terminate a contract subsequently entered into if the proponent has engaged in any conduct that breaches the process rules or otherwise compromises or may be seen to compromise the competitive process;
- (i) select a proponent other than the proponent whose proposal reflects the lowest cost to the Government;
- (j) cancel this RFP process at any stage;
- (k) cancel this RFP process at any stage and issue a new RFP for the same or similar deliverables;
- (l) accept any proposal in whole or in part; or
- (m) reject any or all proposals;

and these reserved rights are in addition to any other express rights or any other rights that may be implied in the circumstances.

3.6.2 Limitation of Liability

By submitting a proposal, each proponent agrees that

- (a) neither the Government nor any of its employees, officers, agents, elected or appointed officials, advisors or representatives will be liable, under any circumstances, for any claim arising out of this proposal process including but not limited to costs of preparation of the proposal, loss of profits, loss of opportunity or for any other claim; and
- (b) the proponent waives any claim for any compensation of any kind whatsoever, including claims for costs of preparation of the proposal, loss of profit or loss of opportunity by reason of the Government's decision to not accept the proposal submitted by the proponent, to enter into an agreement with any other proponent or to cancel this proposal process, and the proponent shall be deemed to have agreed to waive such right or claim.

3.7 Governing Law and Interpretation

These Terms and Conditions of the RFP Process (Part 3)

- (a) are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision);
- (b) are non-exhaustive and shall not be construed as intending to limit the pre-existing rights of the Government; and
- (c) are to be governed by and construed in accordance with the laws of Bermuda applicable therein.

[End of Part 3]

APPENDIX A – FORM OF AGREEMENT

[See Annex A Sample Form of Agreement](#)

APPENDIX B – SUBMISSION FORM

1. Proponent Information

Please fill out the following form, naming one person to be the proponent's contact for the RFP process and for any clarifications or communication that might be necessary.	
Full Legal Name of Proponent or Personal/Given Name:	
Representative Name (Person with Signing Authority) / Title:	
Any Other Relevant Name under which Proponent Carries on Business:	
Street Address:	
City, Province/State:	
Country:	
Postal Code:	
Phone Number:	
Proponent's Social Insurance Number issued by the Government of Bermuda:	
Proponent's Payroll Tax Number issued by the Government of Bermuda:	
Company Website (if any):	
Proponent Contact Name and Title:	
Proponent Contact Phone:	
Proponent Contact Fax:	
Proponent Contact Email:	

2. Offer

The proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required under the RFP. By submitting a proposal, the proponent agrees and consents to the terms, conditions and provisions of the RFP, including the Form of Agreement, and offers to provide the Deliverables in accordance therewith at the rates set out in its proposal.

3. Rates

The proponent has submitted its rates in accordance with the instructions in the RFP and in Pricing (Appendix C) in particular. The proponent confirms that it has factored all of the provisions of Appendix A, including insurance and indemnity requirements, into its pricing assumptions and calculations.

4. Addenda

The proponent is requested to confirm that it has received all addenda by listing the addenda numbers, _____ to _____ (if applicable) issued by the Government, or if no addenda were issued by the Government write the word "None". The onus is on proponents to make any necessary amendments to their proposals based on the addenda. The proponent confirms it has read, received and complied with these addenda. Proponents who fail to complete this section will be deemed to have received all posted addenda.

5. No Prohibited Conduct

The proponent declares that it has not engaged in any conduct prohibited by this RFP.

6. Conflict of Interest

Proponents must declare all potential Conflicts of Interest, as defined in section 3.4.1 of the RFP. This includes disclosing the names and all pertinent details of all individuals (employees, advisers, or individuals acting in any other capacity) who (a) participated in the preparation of the proposal; **AND** (b) were employees of the Government within twelve (12) months prior to the Submission Deadline.

If the box below is left blank, the proponent will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, if the statement below applies, check the box.

- The proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the proponent declares an actual or potential Conflict of Interest by marking the box above, the proponent must set out below details of the actual or potential Conflict of Interest:

7. Proposal Irrevocable

The proponent agrees that its proposal shall be irrevocable for a period of **7** days following the Submission Deadline.

8. Disclosure of Information

Any information collected or used by or on behalf of the Government under this solicitation document is subject to the Public Access to Information Act 2010 (“Act”). The information belongs to a class of information that might be made available to the general public unless it is contained in a record that is exempt from disclosure under the Act. Any questions regarding the collection, use, or disclosure of the information should be directed to the public authority that issued this solicitation document.

9. Execution of Agreement

The proponent agrees that in the event its proposal is selected by the Government, in whole or in part, it will finalize and execute the Agreement in the form set out in Appendix A to this RFP in accordance with the terms of this RFP.

Signature of Witness

Signature of Proponent Representative

Name of Witness

Name of Proponent Representative

Title of Proponent Representative

Date

I have the authority to bind the proponent.

APPENDIX C – PRICING

1. Instructions on How to Provide Pricing

- (a) Proponents should provide the information requested under section 3 below (“Required Pricing Information”) by reproducing and completing the table below in their proposals, or, if there is no table below, by completing the attached form and including it in their proposals.
- (b) Pricing must be provided in Bermuda funds, inclusive of all applicable duties and taxes e itemized separately.
- (c) Pricing quoted by the proponent must be all-inclusive and must include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.

2. Evaluation of Pricing

Pricing is worth 30 points of the total evaluation score.

30 = lowest bid, 29 = next lowest etc. until 0 = most expensive

In addition to any rights to verify, clarify and supplement,

- (a) The Government will examine the responses to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the bids are generally in order.
- (b) Arithmetical errors will be rectified on the following basis:
 - (i) Where there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Proponent does not accept the correction of errors, its Bid will be rejected. If there is a discrepancy between words and figures the amount in words will prevail;
 - (ii) Where there is a discrepancy between the amounts in figures and in words, the amounts in words will govern; and
 - (iii) Where there is a discrepancy between the individual lump sums and the total amounts derived for the sum of the individual lump sum, the individual lump sum as quoted will govern, and the total amount will be corrected.

3. Required Pricing Information

#	Staff Designation	Daily work times	Daily unpaid Meal break included	Total daily # paid work hours	Weekly # of Hours (31x7)	Annual Number of regular hours (31x355)	Annual 10 public holiday hours (31x10)	Monthly average Hours 11,315 Divided by 12
1	Supervisor (5PM-6 PM at SHC,,M-F)	7:00 AM – 7:00 PM	1 hour	11	77			
1	General cleaners/laundry worker	9:00 AM – 3:00 PM	1 hour	5	35			
1	General cleaners/laundry worker	9:00 AM – 3:00 PM	1 hour	5	35			
1	General cleaners/laundry worker	9:00 AM – 3:00 PM	1 hour	5	35			
1	General cleaners/laundry worker	9:00 AM – 3:00 PM	1 hour	5	35			
Total 5 Staff daily				31 hours daily	217 hours weekly	11,005 hours annually	310 hours annually @ double time	942.92 average hours monthly

APPENDIX D – RFP PARTICULARS

A. THE DELIVERABLES

SCOPE OF SERVICES

The Contractor shall perform the following tasks and general services at both locations. The scope of services shall consist of, but is not limited to the following:

- a) All Cleaning staff must be trained and adhere to standard infection control guidelines and follow health care related guidelines as directed by managerial, medical and professional personnel.
- b) Cleaners will daily clean and sanitize all private bathrooms – toilet, sink, mirrors and shower areas, surfaces, walls and floors daily.
- c) All public areas including lobby, corridors, lounges and *elevators cleaned on a daily basis, removing trash, *vacuuming, sweeping and mopping floors, dusting, wiping down furniture and fixtures as per checklist, remove marks from walls; generally maintain the appearance and cleanliness of public areas. (*SRCF only)
- d) Deep clean/scrub all public space floors once every four months (3 times per year).
- e) Administration offices and staff areas to be cleaned and trash removed daily at a time most convenient to the facility staff.
- f) All accessible interior and exterior windows, doors and external spaces used by staff, residents or visitors will be cleaned and maintained on a regular basis.

Note: SHC requires one (1) hour cleaning service daily, Monday - Friday

SRCF only:

- g) Dining area floors swept and steam mopped, table and chairs wiped and sanitized after breakfast, lunch and dinner service.
- h) Kitchen floor swept and mopped each night and deep cleaned four times per year.
- i) Stairwells, basement/back of house general cleaning, sweeping, moping, floor scrubbing, carpet treatment, furniture and wheel chair cleaning will be carried out as scheduled or as needed.
- j) Private bedroom/apartments to be swept, steam mopped or vacuumed, dusted and wiped clean every other day, as scheduled. Spot check rooms daily, removing obvious debris, and trash and wiping spills.
- k) **“Terminal”** or deep cleaning of bed rooms after death of a resident or prior to moving room and annually for all rooms as requested by Administration. This will include the removing of all furniture, mattress and drapery, thorough cleaning/sanitizing of the bed frames, deep cleaning of floors, walls and all surfaces etc.

- l) Bed linens to be checked and stripped by nursing staff daily as required. Cleaning staff will remake beds once daily and change linens if beds are stripped.
- m) Handling of soiled linen and infection control guidelines to be followed. On duty supervisor will ensure a smooth and accurate turnaround.
- n) Cleaner / laundry person will collect all designated laundry each morning and return clean to each area and residents room each afternoon. Soiled and potentially infectious laundry to be handled and washed separately and at the correct temperature as per guidelines.
- o) Daily laundry duties to include: sorting, general washing, folding, hanging and putting away of room linen and personal clothing. Napkins and cleaning cloths to be washed separately from linen and personal clothing (kitchen staff will fold Napkins and cleaning cloths).
- p) Additional special duties may be required as needed within the facility.
 - i. Additional cleaning requests will be carried out by the on-site cleaners anytime between 7:00 a.m. and 7:00 p.m. when time and workload permits at no additional costs.
 - ii). Cleaning staff may be required to remain onsite during times of emergency such as hurricanes, when requested by the Administrator, environmental Coordinator or designated DoH manager. Any hours outside of normal work hours/numbers of staff will be paid at the agreed upon rates.

2. Cleaning and service material

The contractor will provide all cleaning material and equipment to complete the tasks as outlined above. These include hard surface cleaner, toilet bowl cleaner, furniture cleaner, glass cleaner, vinyl floor cleaner, and carpet cleaner. SRCF and SHC will be responsible for supplying all other cleaning supplies, plastic, paper products, trash bags and laundry chemicals.

The contractor/cleaning staff will monitor and fill/refill dispensers, replace toilet paper, etc. and request supplies in advance to prevent outages/shortages.

SAMPLE CLEANING SCHEDULE FOR ST. GEORGE'S HEALTH CLINIC					
<i>Monday – Friday only excluding weekends and Public Holidays {up to one (1) hour daily 5p-6p}</i>					
Daily	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<i>DATE</i>					
Sweep & Steam Clean Floors					
Empty and remove trash					
Refill paper & soap dispensers					
Clean & Disinfect all bathrooms, counters, surfaces , door knobs, telephones					
Wipe off furniture					
Weekly					
Clean Refrigerator(s)					
Dust surfaces					
Clean outdoor spaces					
Monthly					
Clean windows inside and out					
Thoroughly clean furniture					
3 x Year (every 4 months)					
Deep clean/scrub all flooring					

B. MATERIAL DISCLOSURES

N/A

C. MANDATORY SUBMISSION REQUIREMENTS

1. Submission Form (Appendix B)

Each proposal must include a Submission Form (Appendix B) completed and signed by an authorized representative of the proponent.

2. Pricing (Appendix C)

Each proposal must include pricing information that complies with the instructions contained in Pricing (Appendix C).

3. Other Mandatory Submission Requirements

- a) Provide proof of good standing with the Tax Commissioner’s Office, the Department of Social Insurance, and the Accountant General’s Office. The proponent shall provide a letter to demonstrate that all local a) payroll tax and b) Social Insurance payments are

current and they have no outstanding payments to be made to the Government of Bermuda.

- b) The Certification Confirmation of Non Collusion form must be signed and returned with the Proponent's submission. (Appendix E)
- c) Proponents is required to provide (3) current written references from business/government departments where they have or are providing similar scale of services. (Appendix F_)
- d) Local Benefit (Social, Economic, and Environmental) (Appendix G)
 - Proponents must include, with their proposal, a copy of the company's Certificate of Incorporation as evidence of the fact that the company is an existing registered company at the date of proposal. Failure to provide the certificate of incorporation will render their bid void.
 - The proponent shall provide employee data to show the proportion of full-time and part-time Bermudians employed.
- e) The Proponent's accurately calculated proposed price.

D. MANDATORY TECHNICAL REQUIREMENTS

N/A.

E. PRE-CONDITIONS OF AWARD

a. Insurance

The Proponent shall submit evidence such as a copy of a certificate or a letter from his insurers, confirming Third Party Insurance has been retained for the amount shown in the Schedule of Rates to the Agreement and for the duration of the Works.

b. Safety and Health

All works must be carried out in strict accordance with the Occupational Safety and Health Act 1982, and the Occupational Safety and Health Regulations 2009.

Please note: No alcohol or prohibited drugs may be consumed on the site or in any vehicle related to the works or service provided. Also, no employee of the Contractor or sub-contractor shall be under the influence of alcohol or drugs whilst at work. At the start of the new contract period, drug testing of all employees may be requested by SRCF.

F. RATED CRITERIA

The following sets out the categories, weightings and descriptions of the rated criteria of the RFP. Proponents who do not meet a minimum threshold score for a category will not proceed to the next stage of the evaluation process.

Rated Criteria Category	Weighting (Points)	Minimum Threshold
i. Experience and Capability	35	28/35
iii. References and standing with government	15	12/15
ii.. Local Benefits (Appendix G)	20	16/20
PRICING (See Appendix C for Details)	30	N/A
Total Points	100	

[1) Experience & Capability:

- a) Demonstrate the ability to deliver the requirements of the RFP?
- b) Provide evidence of experience with projects of a similar technical level?
- c) Offer sufficient evidence of experience with completing projects within timescales and budgets?
- d) Show ability to complete the work within the required timescales?
- e) State that they have sufficient, suitably experienced resources available?

(2.) Reference and Standing with Government

- a) Show that referees are positive about their experience of working with the contractor/supplier, and would they use them again?
- b) Show a stable financial position.
- c) Show that there is no outstanding Government debt

(3). Local Benefits (Social, Environmental & Economic criteria) (Appendix F)

- a) Indicate percentage of workforce that are Bermudian
- b) Offer evidence of providing apprenticeships/training positions or being willing to offer them?
- c) The proponent must have an environmental policy in place?
- d) Indicate a good track record in Health & Safety?
- e) Show evidence that they have participated in appropriate business skills training e.g. The BSBDC Construction Incubator?

4. Pricing – See Appendix C for details.

Proposed price (include all costs)

- a) 30 = lowest bid, 29 = next lowest etc. until 0 = most expensive

APPENDIX E – CERTIFICATE OF CONFIRMATION OF NON-COLLUSION

Notes for the Proponent

The essence of Open Bidding is that the Government of Bermuda shall receive bona fide competitive proposals from all persons tendering. In recognition of this principle, each company that submits a proposal will be required, by way of the signature of a duly authorized representative of the company, to confirm that the Proposal has been submitted without any form of collusion.

All proponents must complete and sign a Certificate of Confirmation of Non-Collusion. Any proposals submitted which do not include a signed copy of the Certificate will be wholly rejected and will not be included in the evaluation process.

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

Any proponent that submits false information in response to a proposal, and any other person or company involved in collusion, may be excluded from tendering for future contracts tendered by the Government of Bermuda.

Confirmation of non-collusion

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

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

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

(a) communicating to a person other than the RFP Contact the amount or approximate amount of my/our proposed Proposal (other than in confidence in order to obtain quotations necessary for the preparation of the Proposal for insurance) or

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

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

Signed

(1) _____ Title _____ Date _____

(2) _____ Title _____ Date _____

for and on behalf of _____

**APPENDIX F - LOCAL BENEFITS
(SOCIAL, ECONOMIC AND ENVIRONMENTAL)**

Do you offer apprenticeships/training opportunities? _____

Apprenticeships/training opportunities

Please indicate whether the company offers apprenticeships or training opportunities. If no apprenticeship or training opportunities exist, then indicate below. (Add more lines as needed)

NUMBER	NAME	BERMUDIANS		APPRENTICESHIPS OR TRAINING OFFERED BY YOUR COMPANY (month/year)
		NON	BERMUDIANS	

Number of employees/Bermudians

Please indicate the total number of persons employed by the company and the number and percentage of Bermudian employees.

NUMBER OF NON-BERMUDIANS:	
NUMBER OF BERMUDIANS:	
NUMBER OF EMPLOYEES:	
PERCENTAGE OF BERMUDIANS:	

Will the proponent use local businesses in their supply chain?

Yes _____ No _____

If no, then please provide an explanation _____

Will the proponent use local sub-contractors (if applicable)?

Yes _____ No _____

If no, then please provide an explanation_____

Safety, Health and Environmental Policies

Please indicate whether the company has a (i) safety and health policy, (ii) sustainable goods and/or services policy, and/or (iii) an environmental policy. If so, then please provide a copy.

Copy attached Yes _____ No _____

Provide a copy of the proponent's **Certificate of Incorporation** (if applicable).

APPENDIX G PROJECT PERSONNEL QUALIFICATIONS AND REFERENCES

(Note: all sheets form part of the proponent proposal)

Provide a two page CV for key personnel (team leader, managerial and general staff) that will be provided to support the implementation of this project. CVs should demonstrate qualifications in areas relevant to the deliverables.

Company Name: _____

Employee Name	Title	Date Employment Commenced and Total Years of Experience	Certifications and Dates Received
Relevant Experience (From most recent):			
Period: From – To (e.g. June 2012 – January 2015)	Name of activity/ Project/ funding organisation, if applicable:	Job Title and Activities undertaken/Description of actual role performed:	

<p>References no.1 <i>(minimum of 3):</i></p>	<p>Name and Title:</p> <p>Project:</p> <p>Organization:</p> <p>Contact Information – Address; Phone; Email; etc.:</p>	
<p>Reference no.2</p>	<p>Name and Title:</p> <p>Project:</p> <p>Organization:</p> <p>Contact Information – Address; Phone; Email; etc.:</p>	
<p>Reference no.3</p>	<p>Name and Title:</p> <p>Project:</p> <p>Organization:</p> <p>Contact Information – Address; Phone; Email; etc.:</p>	