



26 September 2017

Dear Bidders,

Request for proposals (RFP) for the provision of Janitorial services

The Bermuda, Police Service formally invites interested candidates to submit a Request for Proposals (RFP) for the provision of Janitorial Services at St. George's Police Barracks, 15 Old Military Road, St. George's.

This contract will be undertaken for the period from 1 January 2018 to 31 March 2020 which may be extended for one (1) additional year based on availability of funds, and satisfactory performance of the contractor.

- This RFP contains the following: **Letter of Invitation**
- **Section 1 Instructions to Bidders**
- **Section 2 Statement of Service Requirements**
- **Section 3 Bid Forms**
- **Appendix A Draft Standard Service Contract**

To be considered, bidders must submit a complete response. We request that you carefully consider all aspects of the documentation and submit a proposal to the address listed herein no later than 12 00 p.m. on 31 October 2017; your proposal must conform to the instructions provided. Your response shall be submitted in a sealed envelope (s) or similar package(s). The outer envelope should be clearly marked with the title "**Provision of Janitorial Services at St. George's Police Barracks**". Enclosed in the envelope must be all documents required in accordance with this RFP.

Should you have queries regarding this RFP, feel free to contact Mr. George Mensah by email at gmensah@bps.bm.

Thank you for your interest and we look forward to receiving your submission.

Yours faithfully,

Wanda Bluefort
Finance Manager

Section 1 Instructions to Bidders

Part 1 General Information

PUBLIC ACCESS TO INFORMATION:

Any information collected or used by or on behalf of the Government of Bermuda 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.

1.1

Timetable of Events

The following table outlines the schedule associated with this procurement.

Actions	Dates and Times
Issuing of the bidding documents	26 September 2017
Submission Deadline (Closing) <i>(Late Proposals will not be considered)</i>	31 October 2017 at 12:00 p.m. AST.
Opening	Not a Public opening
Award of Contract(s)	January 1, 2018.

1.2 Brief Description of Services

- 1.2.1 Bermuda Police Service invites proposals from Janitorial Service Contractors in accordance with these instructions.
- 1.2.2 It is important to note that the successful bidder’s employees must comply with safety and security requirements and will need security clearance and, where applicable, work permits. The successful bidder is expected to meet minimum safety, efficiency and quality standards. The Bermuda Police Service requires the successful bidder to maintain reasonable employment standards.

1.3 Eligibility and Qualifications Requirement

1.3.3 The bidder shall demonstrate that they have no outstanding payments to be made to the Government of Bermuda.

1.4 Cost of Bidding

1.4.1 The Bidder shall bear all costs associated with the preparation and submission of his Proposal.

1.5. Site Inspection and Visit

1.5.1 The Bidder is advised to visit and inspect the site and surrounding areas where the Janitorial services will be provided.

1.5.2 The Bidder shall be deemed to have satisfied themselves as to the form and nature of the site, the quantities and nature of the service requirements and materials necessary for the completion of the service, and in general to have obtained all necessary information as to the risks, contingencies and other circumstances which may influence or affect their bid.

1.5.3 Bidders will be granted permission, upon application, to enter upon the site for the purpose of inspection. To arrange a site visit during business hours, please contact George Mensah at gmensah@bps.bm

1.5.4 Bidders shall make their own assessment of existing facilities, conditions and difficulties which will affect the execution of the services called for by the proposed contract; including local conditions, constraints due to working in an occupied building within restricted hours, labor conditions, uncertainty of weather, security to access, and all other reasonable contingencies.

1.5.5. Bidders shall satisfy themselves by personal examination of the site of the proposed services and by such other means as they choose as to actual conditions and requirements, and as to the staff and equipment, products quantities required.

1.5.7 No after claim will be allowed or considered for any work that may be required for the proper execution and completion of the services, due to failure by the bidder to examine the site and make proper allowances for the conditions to be encountered.

1.6 Health and Safety

1.6.1 All work must be carried out in strict accordance with the Health and Safety at Work Act 1982 and any subsequent revision, in addition to the Occupational Safety and Health Regulations of 2009. All Government buildings, work sites and vehicles are designated as alcohol, smoke and drug-free.

Part 2: RFP Documents

2.1 Content of the RFP Documents

2.1.1 The set of documents issued for the purpose of bidding includes the documents stated below, together with any Addenda thereto issued in accordance with Clause 2.3.

- Letter of Invitation
- Section 1 Instructions to Bidders
- Section 2 Statement of Services Requirements
- Section 3 Bid Forms, Schedule, A, B, and C.
- Appendix A Sample Standard Service Level Contract

2.1.2 The Bidder is expected to examine carefully all instructions, conditions, forms and terms in the RFP documents. Failure to comply with the requirements of the RFP submission will be at the Bidder's own risk.

2.1.3 The RFP package is available online on the Government portal at <https://www.gov.bm/procurement-notices> or may be picked up from the Finance Department, Bermuda Police Service, 2nd Floor, Andrew's Place, 51 Church Street, Hamilton.

2.2 Clarification of Proposal Documents

2.2.1 A prospective Bidder requiring any clarification of the RFP documents may notify the Bermuda Police Service by emailing gmensah@bps.bm and wbluefort@bps.bm.

2.2.2 Written copies of the responses, where necessary (including a description of the inquiry but without identifying its source), will be posted with the RFP document on the government portal as an addendum.

2.3 Amendment of RFP Documents

2.3.1 At any time prior to the deadline for submission of bids, the Bermuda Police Service may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP documents by the issuance of an Addendum.

2.3.2 The Addendum will be posted with the RFP on the Government portal at <https://www.gov.bm/procurement-notices>.

2.3.3 In order to afford prospective Bidders reasonable time in which to take an Addendum into account in preparing their bids, the Department may, at their discretion, extend the deadline for the submission.

Part 3 Preparation of Submission

3.1 Language

3.1.1 All correspondence and submissions shall be written in the English language.

3.2 Documents Comprising the Bidder's Proposal

The following items shall be included in your proposal submission,

3.2.1 The Bidder's submission shall contain the following:

- Evidence of eligible Bidder and Qualifications as set out in clauses 1.3 and 5.6.2.
- Acknowledgment of Addenda (if applicable)
- Schedules– Mandatory
 - A Bid forms and certificate of conformation of non-collusion
 - B Financial stability and capability
 - C Price schedule
- Any other materials required to be completed and submitted in accordance with the Instructions to Bidders noted in the RFP document.

3.5 Proposal Currency

3.5.1 All pricing shall be quoted in Bermuda dollars.

3.6 Period of Validity

3.6.1 Bidders shall abide by their proposal for a period of ninety (**90**) calendar days from the date of submission.

3.7 Format and Signing

3.7.1 The Bidder shall prepare one original set of the documents comprising their submission as described in the Instructions to Bidders.

3.7.2 The proposal shall be typed or written using indelible ink and shall be signed by a person or persons duly authorized to bind the Bidder to the Contract. All pages of the proposal where entries or amendments have been made shall be initialed by the person or persons signing the proposal.

3.7.3 Only one proposal may be submitted by each Bidder. No Bidder may participate in the proposal of another for the same Contract in any relation whatsoever.

Part 4 Submission of Proposal

4.1 Sealing and Marking of Proposal

- 4.1.1 The Bidder shall submit the Proposal Response Documents either in an envelope or similar package. The submission must be delivered to Finance Department, 2nd Floor, Andrew's Place, 51 Church Street, Hamilton.

The sealed package must be clearly marked:

BERMUDA POLICE SERVICES,
c/o Finance Department
2nd Floor, Andrew's Place
51 Church Street, Hamilton

Attention Mr. George Mensah

“ST. GEORGE’S POLICE BARRACKS JANITORIAL SERVICES”

Do not open until after 12:00 p.m. on October 31, 2017

- 4.1.2 If the envelope is not sealed and marked as instructed above, the Bermuda Police Service will assume no responsibility for the misplacement or premature opening of the proposal submitted. A proposal envelope opened prematurely for this cause will be rejected.

4.2. Deadline for Submission

- 4.2.1 Proposal must be received no later than 12:00 p.m. on 31 October 2017.

4.3 Late Submissions

- 4.3.1 Any Proposals received after the deadline for submission will not be considered.

4.4 Modifications and Withdrawal of Proposals

- 4.4.1 The Bidder may modify or withdraw his Proposal after Proposal submission, provided that the modification or notice of withdrawal is received in writing prior to the prescribed deadline for submission of Proposals.
- 4.4.2 The bidder's modification or notice of withdrawal shall be prepared, sealed, marked and delivered for the submission of Proposals with the envelope additionally marked “MODIFICATION” or “WITHDRAWAL” as appropriate.

Part 5 Opening and Evaluation

5.1 Opening

5.1.1 The opening will not be held in Public.

5.1.2 Proposals for which an acceptable notice of withdrawal has been submitted pursuant to Clause 4.4 shall not be opened. The Bermuda Police Service will examine proposal to determine whether they are complete, whether the documents have been properly signed and whether the proposals are generally in order.

5.2 Process to be Confidential

5.2.1 After the opening of proposal, information relating to the examination, clarification, evaluation and comparison of proposal and recommendations concerning the award of contract shall not be disclosed to Bidders or other persons not officially concerned with such process until the award of the Contract to the successful Bidder has been announced.

5.2.2 Any effort by a Bidder to influence the process of examination, clarification, evaluation and comparison of proposal, and in decisions concerning award of Contract, shall result in the rejection of the Bidder's proposal.

5.3 Clarification of Bidder's Proposals

5.3.1 To assist in the examination, evaluation and comparison of proposal, the Bermuda Police Service may ask Bidders individually for clarification of their proposal. The request for clarification and the response shall be in writing but no change in the price or substance of the proposal shall be sought, offered or permitted except as required to confirm the correction of arithmetic errors discovered by the Bermuda Police Service during the evaluation of the proposals in accordance with Clause 5.5.

5.4 Determination of Responsiveness

5.4.1 Prior to the detailed evaluation of proposal, the Bermuda Police Service will determine whether each proposal is substantially responsive to the requirements of the RFP documents.

5.4.2 For the purpose of this Clause, a substantially responsive proposal is one which conforms to all the terms, conditions and specifications of the RFP documents without material deviation or reservation. A material deviation or reservation is one which affects in any substantial way the scope, quality, or performance of the Service.

5.4.3 If the proposal is not substantially responsive to the requirements of the RFP documents, the Bermuda Police Service reserves the right to request further information to make the proposal fully responsive.

5.5. **Correction of Errors**

- 5.5.1 Proposal(s) determined to be substantially responsive will be checked by the Bermuda Police Service for any arithmetic errors in computation and summations. Errors will be corrected as follows.
- 5.5.2 Where there is a discrepancy between amounts in figures and in words, the amount in words will govern; and
- 5.5.3 Where there is a discrepancy between the individual lump sums and the total amount derived from the sum of the individual lump sums, the individual lump sums as quoted will govern, and the total amount will be corrected.
- 5.5.4 The amount stated in the Schedule C will be adjusted by the Bermuda Police Service in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount of the Proposal, his proposal will be rejected.

5.6. **Evaluation and Comparison**

- 5.6.1 The evaluation process will consist of an assessment of each bidder's relevant experience and pricing.
- 5.6.2 The proposals submitted will be evaluated in a two-stage process with the preliminary stage ensuring all requested information is provided, resulting in a short list of potential bidders that will be scored utilizing an evaluation matrix with the following evaluation criteria: (i) experience and capacity; (ii) financial analysis; and (iii) any previous work performed. Scores will be entered in to the evaluation matrix.

Bidders must provide evidence and support documentations as noted below:

- a) The Bidder's technical knowledge and understanding of the requirements
- b) Completed Schedules A, B and C.
 - i. Details of up to three projects or services completed by your company which are similar to the work described.
 - ii. Indicate the number of incidences that have occurred within the last five years where an employee has been injured on the job, if any. Please also indicate how much time such employees were off work because of the sustained injury(ies).
 - iii. Provide up to three references from prior clients. These may be in the form of written letters from the clients or contact information.
 - iv. Provide a reference from your banking institution as to your standing with the bank. Please also indicate whether your company has filed for bankruptcy within the last two years or whether your company is currently insolvent.

- v. Indicate whether the company has a Safety and Health policy and plan, if so, please provide a copy. in addition to the extent of the bidder's environmental policy and products used for this service;
- vi. Provide Government Payroll Tax and Social insurance ID numbers.
- vii. Copy of incorporation(if applicable)

6.0 **AWARD OF CONTRACT**

6.1 **Award Criteria**

- 6.1.1 The Bermuda Police Service will award the Contract to the Bidder whose proposal has been determined to be substantially responsive to the RFP documents and who, in the opinion of the Bermuda Police Service, has offered the best proposal taking into consideration the price, the bidder's capability and available resources to carry out the Contract; this may not be the lowest proposal received.
- 6.1.2 The Bermuda Police Service does not bind itself to accept the lowest or any Proposal and reserves the right to reject any proposal and to annul the bidding process and reject all Proposals, at any time prior to award of contract, without thereby incurring any liability to the affected bidder or Bidder(s) or being under any obligations to inform the affected Bidder(s) of the grounds for the Bermuda Police Service's action.
- 6.1.3 The Bermuda Police Service may declare the Bidding process void when it is evident that there is a lack of competition or there has been collusion.

6.3 **Notification of Award**

- 6.3.1 Prior to the expiration of the period of validity prescribed in clause 3.6 of these instructions, the BPS will notify the successful Bidder by email and/or registered letter its proposal has been accepted. This letter (hereinafter and in the Conditions of Contract called "Letter of Acceptance") shall name the sum which the Government will pay to the Contractor in consideration of the execution by the Contractor as prescribed by the Contract (hereinafter and in the Conditions of Contract called "the Contract Amount").
- 6.3.2 The successful proposal together with the Letter of Acceptance will constitute the formation of a binding contract unless and until a formal agreement is executed
- 6.3.3 The Bermuda Police Service will promptly notify unsuccessful Bidders that their proposal has been unsuccessful.

6.4 Signing of Contract Agreement

- 6.4.1 At the same time that Bermuda Police Service notifies the successful Bidder that its proposal has been accepted, the Bermuda Police Service will send the Bidder the Form of Agreement (contract) provided in the RFP documents, incorporating all agreements between the parties.
- 6.4.2 Within 14 days of receipt of the Form of Agreement, the successful Bidder shall sign the Form and return it to the Bermuda Police Service.

END OF INSTRUCTIONS TO BIDDERS SECTION

Section 2 Description of Service Requirements

1.0 Janitorial Services

Janitorial Services are required for 4 hours per day, three days per week (Monday, Wednesday and Friday) between 9:00 a.m. and 4:00 p.m. The service requirements span the entire locations, which includes office areas, bathrooms, walkways, changing rooms, control room and some areas exposed to industrial work.

- 1.1 All cleaning is to be performed between 9:00 a.m. and 4:00 p.m.
- 1.2 The Contractor will be required to maintain and submit on a weekly basis a quality assurance checklist document for all tasks as evidence of performance. Non-performance will result in payment holdbacks and/or termination of the contract.

2.0 Administrative Requirement

- 2.1 The Contract shall be for the period 1 January 2018 to 31 March 2020 based on available funds and the satisfactory performance of the Contractor.
- 2.2 Fees shall be charged on a monthly basis, payable monthly in arrears.
- 2.3 The Contractor shall be responsible for providing, to the satisfaction of the Facilities Manager or designate, a full cleaning service to the premises and provide a monthly verification of all duties being performed via a quality assurance system.
- 2.4 The Contractor shall be responsible for supplying and maintaining all cleaning material and equipment.
- 2.5 The BPS will be responsible for supplying all toilet rolls, paper towels, soaps and bin liners to all waste containers. Contractor shall be responsible for providing a schedule each month of the supplies that are to be withdrawn from the BPS stores and a count of remaining materials at the end of each month.
- 2.6 The Contractor shall be responsible for providing all required labor and supervision and quality assurance to maintain a good cleaning service.
- 2.7 The contractor shall provide a list of any person assisting on the contract, and all such assistants shall be provided with identification by the Company. The Contractor will also be responsible for informing the BPS contact of any changes in the assistants in advance of those additional assistants being permitted entrance to the buildings.
- 2.8 The BPS will provide swipe card access for the areas to be services.

3.0 Scope of Services by timing and task

- 3.1 The following services will be provided:

Daily

1. Empty trash cans in kitchen, washrooms, common areas and laundry
2. Vacuum as necessary
3. Dust furniture in all common areas
4. Clean and sanitize kitchen(s)
5. Clean and sanitize all washrooms
6. Mop washroom cubicles and clean mirrors
7. Fill soap dispensers, as necessary
8. Ensure that there is enough toilet tissue and hand towels in dispensers, etc.
9. Remove trash from premises

Weekly

1. Clean window sills, glass doors and partitions
2. Mopping, vacuuming, dusting and cleaning of a large bar area which is not used, but in need of weekly cleanings as a part of the general maintenance of the area

Monthly

1. Clean refrigerators
2. Clean stove/oven

Quarterly

1. Clean windows
2. Scrub and wax floors

END OF SECTION 2

INDEX OF SCHEDULES

SCHEDULES

- A BID FORMS AND CERTIFICATE OF CONFIRMATION OF NON COLLUSION
- B FINANCIAL STABILITY AND CAPABILITY
- C PRICE SCHEDULE

BID FORMS

(Note: All sheets form part of the Proposal)

Company Name: _____

SCHEDULE A – BID FORMS

Provision of Janitorial Services at St. George's Police Barracks

1. We declare that this proposal is made without any connection, comparison of figures or arrangements with or knowledge of any other corporation, firm or person making a proposal for the same work and is in all respects fair and without collusion or fraud.
2. We confirm that we have submitted a bona fide Proposal, intended to be competitive and we have not fixed or adjusted our Price by or under or in accordance with any agreement or arrangement with any other bidder.
3. We confirm that we, the undersigned, are conducting business as a proper legal entity and are not delinquent in making payments to the Government for Social Insurance contributions, Payroll Tax or any other debt recorded by the Accountant General's Debt Collection Section.
4. The fixed price tender includes all specified requirements such as insurance, overheads, profit property protection, mobilization and demobilization, etc. The above price includes all taxes and duty. Payments will be made following submission of invoices and satisfactory completion of the work.

TO BE COMPLETED BY CONTRACTOR

Monthly Payments:	\$
Monthly Payments (words):	
Proposed Start Date:	1 January 2018
Proposed Completion Date:	31 March 2020

5. We undertake, if our Proposal is accepted, to commence the Services on _____ and to provide the Services comprised in the *Contract Documents* for the duration.
6. We confirm that our proposal shall remain open for acceptance by the Government of Bermuda for a period of ninety (90) calendar days from the date of this undertaking and we shall not withdraw this proposal during this period.

7. We understand that the BPS is not bound to accept the lowest or any Proposal and will not accept any late submission. We understand that Government may accept/reject any tender it may receive
8. I/We consent to the collection and use of the information I/we give to the Government of Bermuda in response to the solicitation document and agree to waive any right to challenge any decision made by the Government to disclose the information.
9. This is to certify that I, _____ (name), in the position of _____ hereby acknowledge that I am aware of the terms and conditions of the attached Term Service Contract Agreement and conditions stated within.
10. Having examined the RFP documents, Addenda no. toinclusive, visited the Site(s) for the execution of the Janitorial Services, we, the undersigned, offer to provide the Janitorial Services in accordance with the instructions to bidders, statement of requirements, Schedule A, B, and C, and other related documents and the terms and conditions outlined in the draft contract,.

WITNESS:

(Signature)

(Block Letters)

Occupation

SIGNED: (Signature)

(Print)

TITLE:

ON BEHALF OF: (Company)

ADDRESS:

PHONE No. (office):

(mobile):

EMAIL:

DATED:

**CERTIFICATION OF CONFIRMATION OF NON COLLUSION
NOTES FOR THE BIDDERS**

1. The essence of open tendering is that the Government of Bermuda shall receive bona fide competitive Tenders from all persons submitting. In recognition of this principle, all companies submitting a tender will be required, by way of the signature of the Company Principal, to state their agreement to the statements below, which indicates that the tender has been submitted without any form of collusion.
2. The Certificate of Confirmation of Non-Collusion is a mandatory requirement from all tenderers. Any bids submitted which do not include a signed copy of the Certificate will be wholly rejected and will not be included in the evaluation process.
3. If it is later found that the undertakings made below have been breached at any stage of the process, the bidder will be expelled from the process immediately. In the event that this is discovered after a contract award, legal action may be taken against the bidder and/or any party involved in the matter.
4. False submissions may also exclude the bidder, and any other person or company involved in collusion, from bidding for future contracts tendered by the Government of Bermuda.

CERTIFICATE OF CONFIRMATION OF NON-COLLUSION

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

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

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 tender administrator the amount or approximate amount of my/our proposed Tender (other than in confidence in order to obtain quotations necessary for the preparation of the Tender for insurance) or
- (b) entering into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any Tender to be submitted; or
- (c) offering or agreeing to pay or give or paying any sum of money, inducement, gift/hospitality or valuable consideration directly or indirectly to any person in relation to this tender.

Signed:

(1) _____ Status _____

(2) _____ Status _____

for and on behalf of:- _____

Date _____

BID FORMS (CONTINUED)
 (Note: all sheets form part of the Proposal)

Company Name: _____

(a) This company is a subsidiary of:

(b) Companies subsidiary to this company are:

(c) Company Insurance details:

Workers Compensation Insurance carried: BD\$ _____

Professional Indemnity Insurance carried: BD\$ _____

Commercial Grade Liability Insurance carried: BD\$ _____

(i) Company Payroll Tax No.: _____

(j) Company Social Insurance No.: _____

The Bermuda Government is committed to having a sustainable workforce and therefore makes it a compulsory requirement for all bidders provide a company profile of employees [the number of Bermudians and non-Bermudian employees, their job categories and information with respect to training that is provided for employees] with their proposal.

Employee Name	Bermudian Yes / No?	Job Category

BID FORMS (CONTINUED)
(Note: All sheets form part of the Proposal)

Company Name: _____

Provision of Janitorial Services St. George's Police Barracks

SCHEDULE B Financial Stability and Capability

1. Include the Proponent's financial stability and capability and provide the information requested below:

Financial references

- a. Bank

Names and title of contact person:

Telephone number:

- b. Other accredited credit rating agency

Names and title of contact person:

Telephone number:

- c. Insurance company

Name and title of contact person: _____

Telephone number: _____

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

SIGNED:

(Signature) _____

(Block letters) _____

ON BEHALF OF:

(Company) _____

DATED: _____

(Note: All sheets form part of the Proposal)

Company Name: _____

We confirm having completed all parts of required forms received are completed and complied as follows:

Mandatory Submission documents:

- i. Bid Forms, duly completed and signed
- ii. Organization data of Company/Financial/Reference;
- iii. List of Personnel, Equipment and Products providing;
- iv. Certificate of Confirmation of Non Collusion, duly completed and signed; and
- v. Acknowledgment of all Addenda
- vi. Acknowledgment of Draft Sample of Standard Service Contract

SIGNED:
(Signature) _____

(Block letters) _____

ON BEHALF OF:

(Firm) _____

(Address) _____

DATE: _____

Appendix A Draft Standard Service Contract

(attach copy with RFP)