Tortola Pier Park Limited (TPPL)

REQUEST FOR PROPOSALS

FOR

House Keeping / Janitorial Services for TORTOLA PIER PARK

ISSUED: September 29, 2015

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SECTION 1

INSTRUCTIONS TO PROPOSERS

A. SUMMARY

1. The Tortola Pier Park Limited (TPPL) is requesting proposals for the provision of housekeeping / Janitorial services within Tortola Pier Park, located at Wickham's Cay, Road Town, Tortola, British Virgin Islands. This project involves the development of approximately five (5) acres of land immediately adjacent to the cruise pier which will comprise of commercial, retail, recreation, tourist transportation, excursion facilities, and a staging area for the transfer of passengers to taxis and tour operators on land or by sea. The facility is designed to provide a unique shopping, dining and entertainment experience to cruise, stay over visitors, day trippers and locals alike. The Tortola Pier Park Limited would now like to add a Housekeeping / Janitorial program for the common areas and executive offices at the Pier Park.

   The Tortola Pier Park will comprise of 21 kiosks, eleven (11), buildings, seven (7), which are two story and another has a 3rd floor, and the remaining four (4) are single story. The facility is "pedestrian only" but has an expansive road network. The parking lot is located east of the facility. A site map is attached for ease of reference.

2. In view of the intended purposes of Tortola Pier Park, the TPPL desires to contract with an experienced company to provide contracted housekeeping / janitorial services. The purpose of this Request for Proposals is to identify those suppliers that have the interest and capability to supply Tortola Pier Park Limited with a housekeeping / janitorial services as identified in the goals of the program and the scope of work.

3. All Project works shall be governed by an eventual contract between the TPPL and the Contractor in accordance with Appendix I.

Project Goals

Tortola Pier Park Limited is seeking to achieve the following:

a. A high quality housekeeping / janitorial program that supports the image, customer service, safety and security standards of Tortola Pier Park.

b. A comprehensive housekeeping / janitorial program that will furnish all personnel, tools, supplies, and equipment requirements for furnishing a high quality janitorial service at Tortola Pier Park.

c. A flexible housekeeping / janitorial program that supports the operating hours of Tortola Pier Park which would include extended hours inclusive of holidays, evenings, promotional and special events.

d. A highly efficient housekeeping and janitorial program that will provide only qualified operators and workers who are skilled in the performance of housekeeping/ janitorial work.

e. A housekeeping and janitorial program will support the health and environmental safety standards at Tortola Pier Park.

4. Procurement of the Contractor will be by evaluation of a proposal comprising of experience, capacity and price components

5. The TPPL is interested in having a contract in place with the successful Contractor on or about November 01, 2015 for a one year period.

B. INSTRUCTIONS FOR SUBMITTAL OF PROPOSALS

6. Particulars for preparation and submittal of proposal are detailed within Section Two of this RFP.

7. All Proposals must strictly comply with Section Two, and be submitted to the Issuing Office by October 13, 2015 not later than 12:00 noon. **Late proposals will not be accepted**.

8. Notwithstanding, the TPPL reserves the right to request any Proposer to make an oral presentation to the TPPL.

C. MAILING PROPOSALS

9. Proposers mailing proposals shall allow sufficient mail delivery time to ensure timely receipt by the Issuing Office. Proposals and unsolicited amendments to proposals arriving after the due date and time will not be considered.

D. ISSUING OFFICE

10. The Issuing Officer is:

Ms. Dona Regis
CEO – Tortola Pier Park Ltd
P.O. Box 4, Port Purcell
Road Town, Tortola
British Virgin Islands.

11. The Issuing Office shall be the **sole** point of contact with the TPPL for purposes of preparation and submittal of the RFP proposal.

12. All questions on this procurement are to be directed to the Issuing Office.

E. PRE-PROPOSAL MEETING

13. A Pre-Proposal Meeting inclusive of site tour will be held on October 6th 2015, a walk-through of the Project Site will be conducted immediately following the Pre-Proposal Meeting. Attendance is not mandatory, but is strongly recommended as clarification may be provided.

F. MODIFICATIONS AND WITHDRAWAL OF PROPOSALS

14. A withdrawal of, or a modification to a proposal after submission is effective only if written notice thereof is filed to the Issuing Office prior to the date on which proposals are due to be opened. A notice of withdrawal or modification to a proposal must be signed by a duly authorised officer acting for and behalf of the entity.

G. QUESTIONS AND INQUIRIES

15. Questions and inquiries shall be directed to the individuals referenced with the Issuing Office above. The Issuing Office will be open from 8:30 to 4:30 from Mondays to Fridays (except holidays).

16. Questions and inquiries may be submitted in writing, faxed or emailed to the Issuing Officer up to the date of submission of proposals.

17. The answers provided by the Issuing Officer in respect of any question or inquiries made, shall be provided to all persons who have collected the RFP documents and who will likely submit a proposal.

H. SITE INVESTIGATION

18. By submitting a proposal, the Proposer acknowledges that he has investigated and satisfied himself as to the conditions affecting the work, including but not restricted to, those bearing upon transportation, disposal, handling and storage of materials, availability of labor, and utilities.

19. Any failure by the Proposer to acquaint himself with the available information will not relieve him from responsibility for estimating properly the cost of successfully performing the work. The TPPL shall not be responsible for any conclusions or interpretations made by the Proposer of the information made available by the TPPL.

I. OTHER CONDITIONS

20. The TPPL reserves the right to accept or reject any or all proposals without assigning any reasons and is not obliged to correspond with the Proposer in this regard. Further, TPPL reserves the right to change and/or cancel the process or review/revise the RFP criteria at any time without prior notice or without assigning any reasons whatsoever, and without prejudice to its right to re-tender at any time in the future and in such case, no bidder/intending bidder shall have any claim arising out of such action.

21. TPPL reserves the right to invite revised responses from the Applicants by issue of an addendum, at any stage, without liability or any obligation for such invitation and without assigning any reason. This request for bids does not give rise to any rights and is not an offer or an invitation to offer.

22. The TPPL, by this process, does not intend to assume any legal obligation whatsoever, including any binding relationship of any kind, with any Proposer, nor will the TPPL accept any liability howsoever arising, in relation thereto.

23. Participation by any party in this RFP shall be considered to be an acceptance of all the terms and conditions of this invitation by such party and no claims or disputes raised by it during or subsequent to the award process shall be entertained by the TPPL.

24. Proposers shall submit only **one (1)** proposal.

25. Proposers who submit proposals and achieve the required, minimum or better technical score may be required to make individual presentations to TPPL representatives in order to clarify their proposals, as advised by the TPPL.

26. All documents and other information supplied by TPPL or submitted by a Proposer to the TPPL shall remain with the TPPL and the TPPL will not return any submission or any information provided along therewith.

27. The applicants shall bear all costs associated with the preparation and submission of their proposal. TPPL will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the RFP process.

28. The Proposer shall obtain any other additional information, and execute any pertinent any studies and surveys deemed necessary for the correct execution of the work required under this RFP.

J. INPUT ARRANGEMENT OF THE TPPL

29. The TPPL will make available to the Proposers any plans, reports, and operating documents (if any) of the existing facility that might be necessary and applicable in the execution of the work required under this RFP.

SECTION 2
PROPOSALS AND EVALUATION

A. SUMMARY OF PROPOSAL SUBMITTALS

1. **Proposal Submission**: All Proposers will be required to submit a Proposal, One (1) original and two (2) copies. All Proposals are due on or before October 13, **no later than 12:00 noon**. **Proposals received after this date and time will not be accepted**. The Proposal must be submitted in a sealed envelope at the address noted in Section 1 of the RFP as the "Issuing Office". The envelope shall have the Proposer's name and the project name prominently displayed, together with the words, "**House Keeping / Janitorial Services for TORTOLA PIER PARK"**

2. A transmittal letter prepared on the Proposer's business stationery must accompany the Technical Proposal Submittal. The purpose of this letter is to transmit the Proposal; therefore, it should be brief, but shall list all items contained within the Proposal. The letter must be signed by an individual who is authorized to act for and on behalf of and to bind his firm to all statements, including services and financials contained in the Proposal.

3. The following **must** be also furnished within a Proposal. Failure to include any of the items listed below may disqualify your firm's response. Proposers should describe in detail, and provide

evidence supporting the qualifications requested below. All Proposers are to compile their Proposals in the order listed, as follows:

a. A company/individual profile that provides a brief description of the Proposer, including particulars of each member of any joint venture or consortium;

b. An original or certified copies of the following:
   - b.i. Trade licence;
   - b.ii. Certificate of incorporation of company;
   - b.iii. Certificates of Good Standing (Commercial Registry, Social Security and Inland Revenue); and
   - b.iv. List of authorized signatories (if applicable);

c. An outline of similar projects carried out in the past five (5) years in the developmental, design and construction stages;

d. A description of the Proposer's method statement, i.e., the manner in which the Proposer would plan to execute the contract;

e. The composition of the Team that is proposed to execute the scope of services/works as detailed in this RFP; and the roles, responsibilities, and tasks that will be assigned to all key personnel;

f. Curricula vitae of the individual team members to be assigned to the Project;

g. The Proposer's comments, if any, on the data, services and facilities to be provided by the TPPL, and any comments or suggestions of the Proposer on the RFP;

4. Proposals may not be modified, cured, or revised after the due date and time for receipt of proposals.

B. SIGNATORY ON PROPOSALS

5. The Proposal, if submitted by an individual, shall be signed by the individual; if submitted by a partnership or joint venture, shall be signed by such member or members of the partnership or joint venture having authority to bind the partnership or joint venture; if submitted by a corporation, shall be signed by an officer, and attested by the corporate secretary. Signatures shall be under seal, i.e.: indicated by the word "(Seal)" following signature of individual and partner bidders, and indicated by affixing the Corporate Seal at corporate signatures.

C. EVALUATION OF PROPOSALS

6. All Proposals will be evaluated by an Evaluation Committee appointed by the TPPL in accordance with the following criteria:

a. The Proposer (along with Team's) qualifications and general experience in housekeeping/Janitorial services similar to this assignment, including special local knowledge if appropriate (*45 points*);

b. The adequacy of the proposed operations plan and method of approach in responding to the RFP (20 *points*);

c. The Proposer's costing and financial breakdown (35 *points*);

c.i.D. SELECTION OF PROPOSAL

7. The TPPL shall determine which proposal shall be finally selected, based on its combined evaluation and assessment of all deliverables, including the price proposal of the proposers, qualifications/ experience of team members, ability to meet work schedules and supply of products.

SECTION 3

SCOPE OF WORKS

A. BACKGROUND

The Government of the Virgin Islands is desirous of building a cruise terminal and upland development that integrates the seamless transfer of passenger from the latest class of cruise ships to the shores of the Virgin Islands. The upland development is designed to provide a heightened cruise experience, through the availability of shops and leisure activities within walking distance to passengers. This experience is envisioned to include not only onshore activities around the cruise pier itself but in addition is expected to include the integration of the surrounding areas around the cruise pier in the area of Road Town as well.

This project involves the improvement and expansion of the existing facility, and will comprise of the following components:

(i) Expansion and extension of the current cruise pier to a length of 1,300 feet and a deck width of 60 feet;

(ii) Expansion of the tender pier to include an excursion/ferry dock;

(iii) Dredging of specific areas within the vicinity of the cruise pier and depositing dredged material on land to be used as fill;

(iv) Construction of a Terminal/Visitor center;

(v) Development of approximately five (5) acres of land immediately adjacent to the cruise pier, which will comprise commercial, retail, recreation and tourist transportation and excursion facilities, and a staging area for the transfer of passenger to taxis and tour operators on land or by sea.

(vi) Development of a boardwalk; and,

(i) Development of new lands by bulk heading and filling at specified areas in close proximity to the cruise pier.

B. <u>SCOPE OF SERVICES</u>

The Contractor shall be responsible for;

a. furnishing all cleaning materials, tools and equipment necessary to perform the Services under this Agreement, including provision of handsoap, hand towels, toilet tissue, seat covers, trash liners, communication devices and all other materials required for an efficient janitorial service;

b. Cleaning and maintaining the common areas of Tortola Pier Park and the executive offices, noting that from time to time there may be extended business hours at Tortola Pier Park of common areas as per established cleaning schedules;

c. Assisting in set up, tear down, and clean-up for special and promotional events;

d. Providing qualified and trained operators and workers who are skilled in the performance of janitorial work, customer service and effective communication with property staff;

e. Appointing a Supervisor or Manager who shall be in charge of systematic inspection of the Services to ensure that the Services are properly performed, and to address any problems promptly or relay any complaints to TPPL's Representative;

f. Maintaining an adequate supply of cleaning supplies, equipment and materials on-site in an assigned janitorial room;

g. Ensure that employees of the Contractor shall be neatly attired in janitorial contractor -supplied uniform at all times in a manner that will portray the branding / image of Tortola Pier Park;

h. Providing the requisite insurance coverage during the term of the contract.

Contract

1. The Contractor shall enter into a Contract Agreement with the TPPL in similar terms to the attached Draft Agreement (Appendix I).

FORM OF TENDER

This Proposal is submitted to:

OWNER: Ms. Dona Regis, Tortola Pier Park Limited

ADDRESS: Port Purcell, P.O. Box 4, Road Town, Tortola, British Virgin Islands.

PROJECT: House Keeping / Janitorial Services for TORTOLA PIER PARK

1. The Undersigned Bidder proposes and agrees, if this Proposal is accepted, to enter into an Agreement with the TPPL and to perform all Works as specified or indicated in the Request for Proposals for the prices and within the time indicated in this Proposal, and in accordance with the other terms and conditions of the Request for Proposal.

2. We have carefully examined the Bidding documents (Request for Proposals), and offer to execute and complete the works and remedy and defects therein in conformity with this Proposal inclusive of all above listed documents for the sum of US$ _____ _____ _____ .

3. We agree that the proper law of the Contract shall be the Laws of the Virgin Islands (British).

4. We agree that all information supplied to and received by the Tenderer will be treated as confidential and not disclosed to third parties except insofar as this is necessary to obtain sureties or quotations for the purpose of submitting the tender. All information supplied by the Tenderer to the TPPL will similarly be treated as confidential, except that references may be sought from banks, existing or past clients, or other references submitted by the Tenderer.

5. We accept full responsibility for the accuracy of all prices provided in this proposal and agree that these prices include full provision for any increases in the cost for whatsoever reason over the course of the time for submission of tender to completion of the project and settlement of the final account.

6. If this proposal is accepted, and subject to paragraphs 2, 3, 4, and 5 above, we undertake to commence the works as soon as is reasonably practicable and to complete the works within a period of _____ months from the contract signed date (*inclusive of period after issuance of Notice to Proceed*).

7. This tender remains open for consideration for a period of 120 days or for such period as shall be extended and issued by the Tortola Pier Park Ltd.

Signed ……..

Name in
Block Capitals……..

In the capacity of …….

Duly authorized to sign tenders for and on behalf of

Name …….…….

Address …….…….

…….

Telephone No ……..…..…..… …….Facsimile No ….……..…….

Email…….

Date …….……..