



## INVITATION TO TENDER

**Re: 016/2022 - Uniformed Security Guard Services at Cyril B. Romney Tortola Pier Park, ("CBRTPP") Wickham's Cay 1, Road Town, Tortola, British Virgin Islands**

**SUMMARY:** Cyril B. Romney Tortola Pier Park, ("CBRTPP") located in the British Virgin Islands is a facility managed by Tortola Pier Park Limited ("TPPL"). The facility is designed to provide unique shopping, dining, entertainment experiences to cruise, stay over visitors, day trippers and residents.

TPPL invites tenders from suitably qualified Security Companies for the provision of uniformed security guard services. We are seeking a Security Company that has been able to demonstrate experience which includes commercial facilities, shopping centers, corporate offices, theme parks and/or tourism related facilities.

The full tender document including the Terms and other supporting details may be downloaded from the Tortola Pier Park's website:

[http://tortolapier.com/Portals/0/Tender%20Security%20Guard%20Services 2.pdf](http://tortolapier.com/Portals/0/Tender%20Security%20Guard%20Services%202.pdf)

**A Bidder's Meeting and Site Visit is proposed to be held at Cyril B. Romney Tortola Pier Park Conference Room, Tortola on Wednesday 21<sup>st</sup> September, 2022 commencing at 11:00 AM.**

Should you require additional information or experience any technical difficulties to download the tender document, please call Zoe Walcott, Business Development Manager at (284) 340 7665 or send an e-mail to: [zwalcott@tortolapier.com](mailto:zwalcott@tortolapier.com)

**Tender submission deadline: Friday 30<sup>th</sup> September, 2022 at Noon.**

*Disclaimer: The issue of this Bid document does not imply that TPPL is bound to select or to appoint any Bidder and it reserves the right to reject all or any of the Bidders without assigning any reasons whatsoever.*



# **TORTOLA PIER PARK LIMITED**

## **REQUEST FOR PROPOSAL**

### **FOR**

## **UNIFORMED SECURITY GUARD SERVICES**

ISSUE DATE: Monday 12th September, 2022

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## SECTION 1

### INSTRUCTIONS TO PROPOSERS

#### A. SUMMARY

1. Tortola Pier Park Limited (TPPL) is requesting proposals for the provision of uniformed security guard services at Cyril B. Romney Tortola Pier Park (CBRTPP), Wickham's Cay 1, Road Town, Tortola, British Virgin Islands. Tortola Pier Park officially opened on February 16<sup>th</sup>, 2016 and includes approximately five (5) acres of land immediately adjacent to the cruise pier which comprises 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.
2. The objective of this Request For Proposal (RFP) is to acquire the services of a suitably qualified Security Company (herein after called "the Company") to work under the direction of TPPL. Interested Security Companies must have experience within commercial facilities to include shopping centers, corporate offices, theme parks and tourism related facilities. The Company must be able to provide professional services as fully set out in Section 3 of the Tender herein.
3. All Project works shall be governed by an eventual contract between the TPPL and the Company.
4. TPPL is interested in a successful security company providing uniformed security guard services with a 2 year contract commencing no later than **Tuesday 01<sup>st</sup> November, 2022**.
5. All works performed under this contract shall be in accordance with the TENDER documents, all applicable codes and regulations, the General Conditions, Particular Conditions, the Contract Documents as listed herein, any addenda, and other components of the Contract.

#### B. MAILING PROPOSALS

6. 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.

**C. ISSUING OFFICE**

7. The Issuing Officer is:

Mr. Vance Lewis  
Chief Executive Officer  
Tortola Pier Park Limited  
Wickham's Cay 1  
P.O. Box 4  
Road Town, Tortola  
British Virgin Islands

Tel No.: (284) 494 8775  
vlewis@tortolapier.com

8. The Issuing Office shall be the **sole** point of contact for the purposes of preparation and submittal of the Proposal.

9. All questions on this RFP are to be directed to the Issuing Office.

**D. MODIFICATIONS AND WITHDRAWAL OF PROPOSALS**

10. 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 authorized officer acting for and on behalf of the entity.

**E. QUESTIONS AND INQUIRIES**

11. Questions and inquiries shall be directed to the individuals referenced with the Issuing Office above. The Issuing Office will be open from 8:30 am to 4:30 pm, Mondays to Fridays (except holidays).
12. Questions and inquiries may be submitted in writing, or emailed to the Issuing Officer up to the date of submission of proposals.
13. 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 TENDER documents and who will likely submit a proposal.

**F. COMPANY RESEARCH**

14. By submitting a proposal, the Proposer acknowledges that he/she has done the relevant research to provide the requisite uniformed security guard services to TPPL that will exemplify Cyril B. Romney Tortola Pier Park's (CBRTPP) security goals, customer service and overall company mission.

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

**G. OTHER CONDITIONS**

16. TPPL reserves the right to accept or reject any or all proposals without assigning any reason 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 TENDER criteria at any time without prior notice or without assigning any reason whatsoever, and without prejudice to its right to re-tender at any time in the future and in such case, no Proposer /intended Proposer shall have any claim arising out of such action.
17. 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.
18. 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 TPPL accept any liability howsoever arising, in relation thereto.
19. Participation by any party in this TENDER 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 TPPL.
20. Proposers shall submit only **one (1)** proposal.
21. 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 TPPL.
22. All documents and other information supplied by TPPL or submitted by a Proposer to TPPL shall remain with TPPL and TPPL will not return any submission or any information provided along therewith.
23. 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 TENDER process.
24. The Proposer shall obtain any other additional information, and execute any pertinent studies and surveys deemed necessary for the correct execution of the work required under this TENDER.

**H. INPUT ARRANGEMENT OF TPPL**

25. TPPL will make available to the Proposers any previous studies, plans, reports, and operating records (if any) of the existing facility that might be necessary and applicable in the execution of the work required under this TENDER.
26. TPPL will appoint an Officer to coordinate the activities of the Company on behalf of TPPL, and as required under the Conditions of Contract.

## SECTION 2

### PROPOSALS AND EVALUATION

#### A. SUMMARY OF PROPOSAL SUBMITTALS

27. **Proposal Submission:** All Proposers will be required to submit a Proposal, one (1) original and three (3) copies. All Proposals are due on or **before, Friday 30th September, 2022 no later than 12:00 noon**. Proposals received after this date and time will not be accepted.
28. The Proposal must be submitted in a sealed envelope at the address noted in Section 1 of the TENDER as the “Issuing Office”. The envelope shall have the Proposer’s name and the project name prominently displayed, together with the words, **“RFP for UNIFORMED SECURITY GUARD SERVICES FOR CYRIL B. ROMNEY TORTOLA PIER PARK”**.
29. 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 the company to all statements, including services and financials contained in the Proposal.
30. The following **must** also be furnished within the 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:
    - i. Valid Trade License;
    - ii. Certificate of Incorporation of the company;
    - iii. Certificates of Good Standing (Commercial Registry, Social Security and Inland Revenue); and
    - iv. List of authorized signatories (if applicable);
    - v. Register of Shareholders and Directors.
  - c. If the Proposer is a company that is not incorporated in the British Virgin Islands, in place of the items listed in paragraph b (above) the Proposer may submit all relevant company/corporate documents which represent that the entity is a legitimate business, properly authorized to perform these works, and is in good standing.
  - d. The following particulars about the Proposer:
    - i. Full legal name of company, address and year of incorporation;



- ii. Number of staff currently employed;
  - iii. Organizational Chart;
  - iv. Turnover rate;
  - v. Technology capabilities;
  - vi. Years of experience in the provision of relevant security services;
  - vii. Major Customers and services provided.
- e. A statement describing the company's philosophy and process in providing security services for shopping centers, corporate offices, Banks, hotels, Marinas, theme parks or similar facilities;
  - f. A description of the Proposer's method statement, i.e., the manner in which the Proposer would plan to execute the Scope of Works of this RFP.
  - g. Proposers are encouraged to provide additional innovative and/or creative approaches for providing the service that will maximize efficient, cost-effective operations or increased performance capabilities.
  - h. Provide a list of the key individual(s) who will be working on this project and indicate the functions that each will perform including anticipated hours of service for each individual.
  - i. Upon award and during the contract period, if the contractor chooses to assign different personnel to the project, the Contractor must submit their names and qualifications including information listed above to TPPL for approval before they commence work.
  - j. Description of the qualifications of key staff, and sub-contractors performing projects within the past five years that are similar in size and scope to demonstrate competence to perform these services. Information shall include:
    - i. Names of key staff that participated on named projects; and
    - ii. Their specific responsibilities with respect to this scope of work.
  - k. Detailed description of specific tasks required from TPPL's Staff. Explain what the respective roles of TPPL staff and your staff would be to complete the tasks specified in the Scope of Work.
  - l. Provide at least three references from companies that have received similar services from your company. TPPL reserves the right to contact any of the organizations or individuals listed. Information provided shall include:
    - i. Client Name
    - ii. Project Description
    - iii. Project start and end dates

- iv. Client / Project Manager name, telephone number
  - m. Provide the Proposer's latest audited financial statements or other pertinent information such as internal unaudited financial statements and financial references to allow TPPL to reasonably formulate a determination about the financial capacity of the Proposer. Describe any administrative proceedings, claims, lawsuits, or other exposures pending against the Proposer.
  - n. Provide a clearly defined fee structure proposed. In addition, provide a per hour fee structure for additional fees outside the scope of work that Tortola Pier Park Limited may request.
  - o. Provide details on the company's invoicing process.
  - p. Please disclose any and all past or current business and personal relationships with any current TPPL officials.
  - q. Any additional information the company feels would help TPPL make a decision on the experience and expertise in providing security services for Shopping Centers, theme parks or similar facilities.
31. Prior to commencing any work under this contract, the Contractor shall furnish evidence of insurance to TPPL. The Contractor, as an independent contractor, shall provide proof of Comprehensive General Liability Insurance, and Worker's Compensation Insurance.
32. **Oral Presentations/Interviews:** Proposers will also be required to make an oral presentation to TPPL. The date and time for these presentations will be set following submission of the Proposals.
- The purpose of the oral presentations is (i) to allow TPPL's and Proposer's key personnel to meet, (ii) to discuss aspects of designated areas of the Proposal, and (iii) to provide an opportunity for the Proposer and TPPL to clarify any elements or Scope of works for this service.

## **B. SIGNATORY ON PROPOSALS**

33. 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 proposer, and indicated by affixing the Corporate Seal at corporate signatures.

## **C. EVALUATION OF PROPOSALS (inclusive of oral presentation/interview)**

34. All Proposals will be assessed by an Evaluation Committee appointed by TPPL, in accordance with the criteria as set out in section 35 of the RFP:

D. **SELECTION OF PROPOSAL**

35. TPPL shall determine which proposal shall be finally selected, based on its combined evaluation and assessment of all deliverables, including the qualifications of proposer, price proposal of the proposers, approach to providing requested scope of services, innovative/creative approaches and employee training, references and safety record.

**Qualifications of Company - 30%**

This includes ability to provide the requested scope of services, the Proposer's financial capacity, recent experience conducting work of similar scope, and magnitude for similar facilities.

**Price Proposal-30%**

Overall price proposed will be evaluated based on total proposed annual price.

**Approach to Meeting the Requested Scope of Services-20%**

This includes a demonstrated understanding of scope of services as set forth in the RFP, in addition to knowledge of applicable local laws and regulations related to the scope of services and customer service goals of TPPL.

**Innovative and/or creative approaches -10%**

Presentation of innovative or creative approaches to providing the services that provide additional efficiencies or increased performance capabilities.

**Employee Training, References, Safety Record – 10%**

Supporting documents or data that proves the effectiveness of work procedures previously executed on facilities.

**The Proposals will be opened: Cyril B. Romney Pier Park Conference Room on Monday 3rd October, 2022 at 11 am. The Bidders will be at liberty to be present either in person or through an authorized representative at the time of opening of said Proposals.**

## SECTION 3

### SCOPE OF WORKS

In view of the intended purposes of (CBRTTP), the Management Company (TPPL) desires to contract an experienced person or company to provide uniformed security guard services for CBRTTP.

#### A. SERVICES

- i. Meet the requirements of CBRTTP's Security Plan.
- ii. Meet the requirement of CBRTTP's Customer Service Standards.
- iii. Enforce the park rules and regulations.
- iv. Regularly patrol and monitor CBRTTP and around the vicinity including all entrances (tender pier, cruise pier and boardwalk).
- v. Manage traffic into and out of CBRTTP as directed by Management.
- vi. Manage all access control mechanisms as directed by Management.
- vii. Observe and report any unacceptable behavior to the Management of TPPL and Royal Virgin Islands Police Force.
- viii. Perform detailed checks of the park's common areas and buildings for vandalism and other unusual conditions.
- ix. Escort any individual from the premises upon the direction of Management and contact police when necessary.
- x. Respond to calls for service within the park from tenants, employees and patrons.
- xi. Report security and public problems to the Chief Executive Officer (CEO) or Deputy CEO or his/her designee.
- xii. Complete, sign, and provide a written Daily Activity Report (DAR) of all incidents and occurrences to the Deputy CEO or if absent the CEO at the end of each day's shift. A DAR template will be provided to the contractor for distribution to Security Guard(s) assigned to this project.
- xiii. Provide accident and incident reports within 8 hours of occurrence.
- xiv. Presentation of monthly reports as directed by Management.
- xv. Report damage problems upon sighting to the Deputy CEO or if absent the CEO.
- xvi. Meet requirements of TPPL's Disaster Plan.
- xvii. Meet the requirements of TPPL's Media Policy.
- xviii. Present the Company's disaster plan outlining how the company will secure the facilities during times of crisis.
- xix. Present the company's customer service plan.
- xx. Present the company's safety plan.
- xxi. Present the company's training plan.
- xxii. Perform other duties as assigned by a designated Member of Management or the Deputy CEO.

## **B. CONTRACTOR RESPONSIBILITIES**

Contractor shall ensure that all assigned security guards:

- i. Are physically able to perform all of the required duties.
- ii. Have the ability to communicate with the CEO, Deputy CEO, Duty Manager and/or other authorized staff at all times during their shift and have been thoroughly:
  - Trained in their capacity as security guards;
  - Trained in the requirements of this Contract;
  - Trained on the facilities included under this Contract;
  - Trained on the procedures included under this Contract;
- iii. Properly ordained to the Park, Management, Staff, Tenants, Principals and Government Officials
- iv. Contractor shall immediately remove any security guard from assignment upon instruction by the Deputy CEO or CEO.
- v. Contractor must change, add, delete, or modify assignments as requested and directed by the Deputy CEO or his/her designee.
- vi. Contractor shall provide each guard with:
  - Appropriate communication device which would allow communication with Management.
  - An operable flashlight and rain gear during inclement weather.
  - Appropriate report forms.
  - Uniforms: Worn or torn uniforms will be replaced at the Contractor's expense. TPPL reserves the right to approve and/or have input on uniform style, color, appearance and proper fit. Security Guards must conform to TPPL's Grooming Standards.
  - The telephone numbers for emergency services (fire, theft, medical emergency, etc.).
  - The emergency telephone number for the Contractor, Tenants and TPPL Management.
  - A copy of the Company rules and operating procedures.

### **2. Contractor shall:**

- Assign fully-trained, security guard(s) for the assignment.
- Ensure that each security guard is drug and alcohol – free.
- Ensure that each security guard has a copy of the post orders for the assigned location.

- Ensure that security guards remain on duty and are performing the assigned duties throughout the entire designated shift and during times of crisis.
- Provide TPPL with a copy of the shift schedule.
- Fully cooperate with TPPL during times of crisis in keeping with the disaster plan.
- Keep all information deemed confidential by TPPL as confidential.

### **C. SECURITY OFFICER REQUIREMENTS**

- i. Be a legal resident of the BVI.
- ii. Background check.
- iii. Observe CBRTPP's Customer Service Standards.
- iv. Maintain impeccable grooming standards.
- v. Be sensitive to the diversity of patrons and staff.
- vi. Be physically and emotionally capable of performing assigned tasks.
- vii. Effectively communicate and follow written and oral instructions in English.
- viii. Be able to perform duties outlined with authority yet must not alienate patrons.
- ix. Discourage individuals from gathering/meeting in a disruptive way or in any way that disturbs other patrons.
- x. Report to the site on or before the designated shift start time ready to begin work.
- xi. Check-in with the Deputy CEO or his/her designee prior to each shift for any updates and/or additional duties.
- xii. Ensure that the Deputy CEO or his/her designee have the on-duty security guard's cellular phone number.
- xiii. Respond to each call within five (5) minutes.
- xiv. Prepare a Daily Activity Report (DAR) recording all patrols, incidents, actions, and other pertinent data for TPPL.

### **D. SCHEDULING**

- i. Contractor must have a minimum of two security guards scheduled 40 hours per week on a 24/7 basis including during times of crisis or as otherwise approved by TPPL.
- ii. Contractor must provide a copy of the shift schedule to the Deputy CEO at least 24 hours prior to the start of shift.

### **E. GUARD POST ORDERS**

- i. A copy of the Guard Post Orders will be provided to the Contractor and security guard(s).
- ii. An additional copy of the Guard Post Orders will be provided at a designated location
- iii. General content of Guard Post Orders would include but not limited to the following:
  - Emergency Notification Telephone Numbers and Procedures
  - Facility Maps
  - Notice of Special Events
  - Hours of Operation
  - Specific attention items
  - Specific instructions issued from time to time

## **FORM OF TENDER**

This Proposal is submitted to:

**OWNER:** Mr. Vance Lewis, Chief Executive Officer, Tortola Pier Park Limited

**ADDRESS:** Wickham's Cay 1, P.O. Box 4, Road Town, Tortola, British Virgin Islands.

**PROJECT: UNIFORMED SECURITY GUARD SERVICES**

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. I/We have carefully examined the Bidding documents (Request for Proposal), and offer to execute and complete the works therein in conformity with this Proposal inclusive of all above listed documents for the sum of US\$ \_\_\_\_\_, in consideration that we will provide Security Guard arrangements round the clock. Security of Cyril B. Romney Tortola Pier Park (CBRTPP), personnel and vehicles etc. belonging to Tortola Pier Park Ltd. (TPPL).
3. I/We agree that the proper law of the Contract shall be the Laws of the Virgin Islands (British).
4. I/We shall be bound by the communication of acceptance of the offer dispatched within the time and I/We also agree that if the date up to which the offer would remain open be declared a Holiday for TPPL, the offer will remain open for acceptance until the next working day.
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 from 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 24 months from the contract sign date (*inclusive of period after issuance of Notice to Proceed*).

7. This tender remains open for consideration for a period of 18 days or for such period as shall be extended and issued by TPPL.

Signed: .....

Name in  
Block Capitals.....

In the capacity of .....

Duly authorized to sign tenders for and on behalf of

Name .....

Address .....

.....

Telephone Nos. ....

Email address .....

Date .....