MINISTRY OF TOURISM

TENDER PACKAGE

REQUEST FOR TENDER FOR THE PROVISION OF JANITORIAL SERVICES FOR THE TOURISM INFORMATION OFFICE AT THE PIARCO INTERNATIONAL AIRPORT GOLDEN GROVE ROAD, PIARCO FOR A PERIOD OF ONE (1) YEAR

DECEMBER 2018
TENDER FOR THE PROVISION OF JANITORIAL SERVICES AT

THE TOURISM INFORMATION OFFICE,

PIARCO INTERNATIONAL AIRPORT, PIARCO

The Ministry of Tourism hereby invites sealed Bids from eligible Tenderers for the Provision of Janitorial Services at the Tourism Information Office, Piarco International Airport, Golden Grove Road, Piarco for a period of one (1) year.

The Bidding Documents are comprised of the following as attached:

- General Information
- Instructions to Tenderers
- Scope of Works
- Undertaking and Price Proposal at “A”
- Declaration at “B”
- Compliance Form at “C”
GENERAL INFORMATION

A. BACKGROUND

The Ministry of Tourism (‘the Ministry”) is seeking proposals from duly qualified and experienced firms/organisations to provide janitorial services for a period of one (1) year at its Tourism Information Office, Piarco International Airport located at Golden Grove Road, Piarco.

B. SITE VISIT

All prospective Tenderers are required to attend a mandatory site visit of the location. The site visit will be held at 10:30am on Thursday 20th December, 2018 at the Tourism Information Office, Piarco International Airport, Golden Grove Road, Piarco.

C. The Ministry will select a firm/organisation from those proposals which are deemed eligible and which satisfy the Evaluation Criteria identified herein. By submitting a tender, Tenderers accept the Ministry’s bidding process and the terms and conditions contained herein. Tenderers must carefully examine ALL the bidding documents and ALL information provided by the Ministry and shall:

i. Acquaint themselves with the site conditions and factor these conditions in the preparation of their bid proposals; and

ii. Consider all risks, contingencies and other circumstances relating to the delivery of the services, and include adequate provision in the Tender Package to manage such risks and contingencies.

D. This Request for Tender (“RFT”) does not constitute a binding offer of award for the provision of janitorial services. Neither the RFT document nor the RFT process creates a process contract or any legally binding relationship between the Ministry and a Bidder.

E. All Tenderers are under an obligation to immediately inform the Client (the Ministry), in writing of any conflict of interest that impacts its capacity to deliver on the janitorial services and serve the best of its Client during or in relation to this procurement process. Failure to disclose such situations may lead to the disqualification of the Tenderer. Tenderers are advised that a conflict of interest may result in a Tenderer being qualified and debarred from participating further in the procurement process.

F. In submitting a Tender Package, a Tenderer warrants that its Tender Package has not been prepared in collusion with any competitor. The Tenderer will immediately be disqualified from participating further in the procurement process where the Tenderer:-
• Engages in any collusive, fraudulent, obstructive or improper conduct in the preparation and submission of their Tender;
• Engage in collusive, coercive or improper conduct in discussion or negotiations with Ministry representatives;
• Attempts to influence or provide any form of inducement (personal or otherwise), rewards or benefit to any of the Ministry’s representatives; OR
• Seek or attempts, by any means whatsoever, to manipulate the procurement proceedings.

The Ministry reserves the absolute right to report any suspected irregular, collusive or anti-competitive conduct by Tenderers to the relevant Authority/Authorities and to provide that Authority/those Authorities with all relevant information including but not limited to the Tenderers tender package.

G. Late submissions will not be accepted or considered in any circumstances. Information submitted by Tenderers shall become the property of the Ministry of Tourism. Tender Packages will not be returned to Tenderers at the end of the procurement process. The Ministry of Tourism assumes no liability for delivery failures. Electronic submissions will not be accepted. The Ministry of Tourism reserves the right to accept or reject any application received. The Ministry also reserves the right to cancel this RFT in its entirety or even partially, without defraying any cost or liability incurred by any person or firm/organisation.

H. QUALIFICATIONS FOR ALL BIDDERS

All Tenderers must also meet the qualifications stated below. Tender Packages which do not meet these requirements will not be considered:

i. Firm/organisation must be currently providing janitorial services, and must have been doing so, at a minimum, for the past three (3) consecutive years;

ii. Firm/organisation must certify and provide supporting documents of its staff, employees, agents, personnel subcontractors or any other individuals who perform services on their behalf are covered by adequate liability and property damage insurance, workmen’s compensation insurance and other relevant coverage (statutory or otherwise).
iii. Firm/organisation must possess the following mandatory documents to qualify: (1) National Insurance Certificates (NIS), (2) Board of Inland Revenue (BIR) and (3) V.A.T. (Value Added Tax) Clearance Certificate. Failure to submit any one of the three (3) mandatory documents will result in DISQUALIFICATION.
INSTRUCTIONS TO TENDERERS

These instructions are designed to ensure that all tenders are given equal and fair consideration. Tenderers are advised to read all instructions carefully – since failure to comply may result in the rejection of their offers.

SUBMISSION OF TENDERS

1. Tenderers must provide the following in their tender:-
   a) Profile of the Company (full name, office and business address of the Tenderer);
   b) Signature of the person making the offer, or in the case of a company, partnership or business firm, by a duly authorised officer or employee of such company, partnership of the business firm;
   c) The initials of the person making the offer must be inserted next to any alterations or erasures made or in the case of a company, partnership or business firm. In the case of any discrepancy between the copies of the tender packages, the original will govern;
   d) An assurance that prices will remain valid for an initial minimum period of ninety (90) days from the closing date of the tender or as stated otherwise.

2. Tender Package
The Tenderer must submit an original, four (4) hardcopies and one(1) soft copy on a CD of the completed tender package in a sealed envelope clearly marked on the outside:

   “Tender for the Provision of Janitorial Services at the Tourism Information Office, Piarco International Airport”

The envelope shall:-
I. Be addressed to:
   The Chairman
   Permanent Secretary Tenders Committee
   Ministry of Tourism
   Tower C, Level 9, International Waterfront Complex
   1A Wrightson Road
   Port of Spain

II. Be deposited in the respective Tender Box located in the Lobby on 9th Floor, Tower C, Ministry of Tourism on Friday 4th January, 2019 no later than 11:00am.

III. Tenderers Profile of their company must include:
   ▪ Certificate of Registration pursuant to the Companies Act, Chap 81:01;
• Contract information sheet (contact person, telephone contact, email address, and mailing address).
• Certificate of Continuance pursuant to the Companies Acts 81:01;
• Notice of Directors with names of Directors and Principal Officer;
• Financial Statements and Audited Financial Statements for the last three (3) years;
• Work breakdown schedule showing detailed duties;
• A list of previous and present clients;
• Details of training programmes, disciplinary procedures and recruitment procedures;
• Copies of all Certification and Curriculum Vitae of key personnel;
• Certificate of Character;
• Three (3) references required; and
• Information on legal proceedings including (criminal or civil), Court Judgments (pending or otherwise), criminal convictions of directors/officers.

3. Tenderers must indicate the fixed hourly rate in Trinidad and Tobago Dollars inclusive of all costs used in the calculations of their offer.

   ▪ Tenders must be accompanied by Valid Income Tax and Value Added Tax Clearance Certificates issued by the Board of Inland Revenue and dated not more than six (6) months prior to the closing date of the tender.

   ▪ Tenders must be accompanied by a valid National Insurance Compliance Certificate issued in accordance with the National Insurance Act, Chap 32:01.

6. Deadline for submission of tenders.
   ▪ Tenders shall be deposited in the respective tender box located in the Lobby of Level 9, Tower C, Ministry of Tourism, International Waterfront Complex, 1A Wrightson Road, Port of Spain on Friday 4th January, 2019 no later than 11:00am.

7. In evaluating the applications submitted, the Ministry of Tourism reserves the absolute right to:
   ▪ Reject any Tenderer that does not adequately meet the criteria;
   ▪ Assess Tenders based on the evaluation criteria set out herein;
• Determine whether any Tenderer satisfactorily meets the established evaluation criteria;
• Request clarification from the Tenderer after submission of their tender documents; and
• Tender Box will be opened at **11:15am on Friday 4th January, 2019** at Level 9, Ministry of Tourism. Tenderers may send representatives to view the opening.

8. Evaluation criteria
The tender process will be conducted in a manner that ensures Tenders are evaluated fairly to ascertain the most economically advantageous tender.

Tenders will be evaluated in accordance with the following criteria:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presentation of Documents (layout, compilation, and format)</td>
<td>5</td>
</tr>
<tr>
<td>Administrative Capability (organizational structure, recruitment,</td>
<td>15</td>
</tr>
<tr>
<td>disciplinary procedures)</td>
<td></td>
</tr>
<tr>
<td>Financial Capability (three (3) year audited statements)</td>
<td>15</td>
</tr>
<tr>
<td>Available Resources (Manpower &amp; Support Staff, Equipment)</td>
<td>20</td>
</tr>
<tr>
<td>Work Experience/Past Performance/References (Training included)</td>
<td>20</td>
</tr>
<tr>
<td>Cost</td>
<td>25</td>
</tr>
</tbody>
</table>

Tenderers must submit adequate evidence to support each of the criteria listed above and must attain an average score of 70% in order to qualify for consideration. The Ministry will invite the top-ranked Tenderer to enter into contract negotiations with a view to contract. Where the contract negotiations prove unsatisfactory to the Ministry, the Ministry, at its sole discretion, may discontinue the negotiations and initiate negotiations with the second-ranked qualified Tenderer. The Ministry will notify all unsuccessful Tenderers of the outcome of the evaluation process, including the name of the successful Tenderer, if any.

9. Costing/Price Proposal
The Ministry requests that Tenderers provide a competitive price proposal in Trinidad and Tobago Dollars based on the Scope of Works. Tenderers are required to complete their Price Proposal in the form of the undertaking at A, as confirmation of their understanding and acceptance of the terms and conditions of the RFT and the bidding documents.
10. Bid validity
Tenderers are required to confirm the veracity of the information and of the documents they have submitted in response to the RFT in the form of the declaration at B. Tenderers are also required to complete the Bid compliance and conformance checklist in the form at C.

11. Clarifications
Any questions and requests for clarification must be emailed to the Clerk IV, Ministry of Tourism, Level 9, Tower C, International Waterfront Complex, 1A Wrightson Road, Port of Spain. Email: ramloganr@tourism.gov.tt
Ministry of Tourism
Scope of Works for the Provision of Janitorial Services
for the Tourism Information Office, Piarco International Airport, Golden Grove Road, Piarco

The Contractor shall be required to provide janitorial services at the Tourism Information Office, Piarco International Airport, Piarco for a period of one (1) year.

<table>
<thead>
<tr>
<th>STAFF</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Janitorial worker/s to be assigned in accordance with the schedule hereunder.</td>
<td>Two (2) Hours</td>
</tr>
<tr>
<td></td>
<td>1:00 p.m. – 3:00 p.m.</td>
</tr>
</tbody>
</table>

Note: Contractor will be expected to obtain a security pass or passes from the Airports Authority, once selected.

Prerequisites for Security pass are as follows:

- Police Character Certificate
- Letter to Airport Authority requesting pass
- Application form from the Airports Authority to be completed by Company
- Security Awareness Training by Airports Authority

SCHEDULE

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>DAILY</th>
<th>WEEKLY</th>
<th>MONTHLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Office and Service Area</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clean and sanitise countertop</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clean/sanitise telephones</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dust furniture</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Damp wipe furniture</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Dust ledges</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Clean partition</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Sweep floor</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Empty bins/Dispose of litter &amp; change liner as necessary</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Dry mop floor</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Clean glass door and Glass walls (inside and outside)</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Clean blinds</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Clean microwave</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Damp wipe external areas of refrigerator</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Clean inside of refrigerator</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Clean computers/printers</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
CONTRACTOR’S OBLIGATIONS

1. In circumstances, including but not limited to natural disasters, accidents, emergency situations (fire, flooding) or other circumstances beyond the control of the Ministry, which fall outside the rostered schedule of the Scope of Works, the Contractor hereby warrants the services at the regular contracted/fixed daily/hourly cost.

2. To perform the required services in an efficient and professional manner to ensure that all work performed shall be carried out to the satisfaction of the Permanent Secretary.

3. To ensure that all services provided by the Tenderer shall be carried out in such a manner as to cause minimum inconvenience and disruption to the staff and clients of the Information Office, Piarco.

4. To provide at its own cost all equipment, supplies, materials, labour, and any other item necessary or convenient for the proper provision of the “required services” except for items to be provided by the Ministry.

5. To provide documentary evidence of all equipment and/or supplies used in providing the services under the contract meet the accepted health and safety standards.

6. To ensure that all its equipment for use in this contract are certified to be in safe and good working condition and fully operational.

7. To undertake that all personnel employed in the performance of the Tenderer’s duties outlined shall have been or would be subjected to a thorough medical examination and shall have been declared fit for their duties.

8. To provide qualified, honest, courteous and competent personnel to carry out the required services.

9. To ensure that all workers are appropriately uniformed when on duty.

10. To provide continuous cleaning services to maintain a clean and healthy environment.

11. To remove all garbage from the compound on a daily/weekly basis.
12. A recent Police Certificate of good character (no less than six (6) months must be provided for each employee.

13. Provide and strategically place appropriate signage with reference to OSH Act eg. (wet floor).
TENDERER UNDERTAKING AND PRICING PROPOSAL

Date:

To: The Permanent Secretary, Ministry of Tourism

Re: Tender for the Provision of Janitorial Services at the Tourism Information Office, Piarco International Airport for a period of one (1) year.

I/WE, for and on behalf of THE UNDERSIGNED TENDERER, having examined ALL the RFT requirements and bidding documents, fully understand (i) the extent and character of the works covered by the RFT; (ii) the location, arrangements, and specified requirements of the services; (iii) conditions relative to capacity, experience, and delivery of resources; and (d) any and all other factors and conditions affecting or which may be affected by the services.

HEREBY PROPOSE to furnish all the requirements/required information/documentation in accordance with the RFT and the bidding documents specifications hereto (or any modification thereof) for and in consideration of the price stated herein.

HEREBY WARRANT that the price stated herein is valid for a period of ninety (90) days.

<table>
<thead>
<tr>
<th>Janitorial Services at the Tourism Information Office, Piarco</th>
<th>V.A.T. Exclusive</th>
<th>V.A.T. Inclusive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Annual</td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

Daily rate

In circumstances, including but not limited to natural disasters, accidents, emergency situations (fire, flooding) or other circumstances beyond the control of the Ministry, which fall outside the rostered schedule of the Scope of Works, the Contractor hereby warrants the services at the regular contracted/fixed daily/hourly cost.

Signature of Duly Authorised Tenderer Representative

Name of Signatory (block letters)
<table>
<thead>
<tr>
<th>Bid date</th>
<th>Signatory Designation</th>
</tr>
</thead>
</table>

Name of firm/organisation:
______________________________________________________________________________
______________________________________________________________________________

Address:
______________________________________________________________________________
______________________________________________________________________________

Stamp:
Date:

Permanent Secretary  
Ministry of Tourism  
Level 9  
Tower C, International Waterfront Complex  
1A Wrightson Road  
Port of Spain

Dear Sir:

Re: Request for Tender for the Provision of Janitorial Services at the Tourism Information Office, Piarco International Airport for a period of one (1) year

I/We, the undersigned for and on behalf of the Tenderer, hereby offer to provide the captioned services in line with your Request for Tender and our Tender. We are hereby submitting our Tender Package for the Services.

I/We, hereby declare that all the information provided pursuant to our Tender Package is true and correct. I/We accept that any misinterpretation contained in it may lead to our disqualification. I/We further accept that I/We shall bear all costs associated with the preparation and submission of our Proposal and any contract negotiations. The Ministry of Tourism shall in no case be responsible or liable for these costs regardless of the conduct or outcome of the procurement process.

I/We, further agree, that in competing for (and, if we are/I am successful in the award) the contract, we undertake to observe all the laws of the Republic of Trinidad and Tobago relevant to this process including but not limited to laws against collusion, fraud and bribery.

I/We understand you are not bound to accept any Tender Package you receive.

I/We understand that I/We are not entitled to claim from the Ministry any costs or expenses incurred in preparing the tender or subsequent negotiations whether or not the tender is successful.

I/We fully understand and agree to the conditions contained in this Request for Tender.

Yours Respectfully,

Duly Authorised Signature: ____________________________________________
Name and Signatory Designation: 

Name of Firm, Address and Company Stamp: 

Please Turn Page
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Bid Compliance and Conformance Sheet

Tender for the Provision of Janitorial Services at the Tourism Information Office, Piarco International Airport.

Tenderers must complete this checklist for submission of their tender package.

<table>
<thead>
<tr>
<th></th>
<th>Company Profile &amp; Information/Disclosures</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>References / Similar Contracts</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>3</td>
<td>Valid Income Tax Clearance Certificate</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>4</td>
<td>Valid VAT Clearance Certificate</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>5</td>
<td>Valid National Insurance Certificate of Compliance</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>6</td>
<td>Financial statements for last three (3) years</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>7</td>
<td>Audited statements for the last three (3) years</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>8</td>
<td>Bid Validity Period</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>9</td>
<td>Pricing/Costing Submission</td>
<td>YES</td>
<td>NO</td>
</tr>
</tbody>
</table>

*I/We certify that the above checked items have been included in our Tender Package. I/We understand that any non-disclosure or failure to provide all the required information or documents may lead to the Ministry’s non-acceptance of our offer.

________________________________________     ______________________________
Name (In Block)                                                  Date

Duly Authorised Signature                                  Company Address & Stamp