



**REQUEST FOR PROPOSALS ('RFP') TO PROVIDE
CLEANING AND JANITORIAL SERVICES FOR THE
UTILITIES REGULATION AND COMPETITION
AUTHORITY**

OPS 04/2023

Issue Date: 24 April 2023

Response Date: 22 May 2023

UTILITIES REGULATION & COMPETITION AUTHORITY

UBS Annex Building, East Bay St | P.O. Box N-4860 Nassau, Bahamas | T 242. 393. 0234 | F 242. 393. 0153

www.urcabahamas.bs

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1. Introduction

The Utilities Regulation and Competition Authority (URCA) issues this Request for Proposals (RFP) for Cleaning and Janitorial Services of URCA's office at Frederick House, Frederick Street in Nassau, Bahamas. It outlines the requirements and invites interested persons to submit quotations for providing Cleaning and Janitorial Services to URCA.

URCA:

- is a statutory body created by legislation as the independent regulator of the Electronic Communications and Utilities and Energy Sector in The Bahamas.
- currently has a Board comprising six persons; three non-executive members (one of whom is URCA's Chairperson) and three executive members, the Chief Executive Officer, the Director of Electronic Communications and the Acting Director of Utilities and Energy.
- has 36 employees with expertise in various disciplines, including Economics, Engineering, Accounting, Law and Administration. URCA's staff work mainly from URCA's office at Fredrick House, Fredrick Street, Nassau. URCA's executives and professional staff work as required by the demands of their responsibilities, which involves periodic work from home and occasional business-related travel.

The URCA office building (Frederick House) has four floors, excluding the basement. However, **the required service shall consist of the cleaning and janitorial services for the first and second floors only.**

2. Submission of Proposals

URCA aims **to secure a cleaning and janitorial services contractor as soon as practicable.** Therefore, interested persons are requested to submit a proposal to URCA for the work to be carried out in accordance with this RFP. Respondents must submit their proposal and all associated documents in accordance with the following guidelines **ONLY:**

- (i) Proposals shall be identified as **“Proposal to Provide Cleaning and Janitorial Services for the Utilities Regulation and Competition Authority.”**

and submitted to:

J. Carlton Smith

Chief Executive Officer

Utilities Regulation and Competition Authority Frederick House, Frederick Street

PO Box N-4860

Nassau, Bahamas

Email: info@urcabahamas.bs

Complete proposals must be received by 3:00 p.m. on 22 May 2023. Late proposals will not be accepted.

3. Description of Work – First Floor (square footage: 6241)

The general areas to be serviced five times a week (Monday – Friday) daily include the following:

Lobby & Entrances, Restrooms, General Office Areas, Stairwells, Private Offices and Cubicles, Meeting and Training Rooms and Kitchens.

The scope of work defined in this RFP requires the service provider to carry out the essential tasks as follows:

1. Provide all cleaning equipment and supplies, including trash can bags, shredder liners, toilet tissue, dishwashing liquid, floor and restroom cleaning products, and polishes. **As an alternative in the proposal, please indicate the projected cost if URCA provides the supplies, including the bags, liners, tissue and washing liquid.**
2. Empty wastebaskets daily and replace liners.
3. Dust and disinfect office furniture with a treated cloth, including desktops, computer equipment, tables, and chairs.
4. Clean with sanitary spray and polish to a shine all dispensers, sinks, faucets, refrigerators, dishwashers, toasters, microwaves, and mirrors.

5. Fill paper towel dispensers and add toilet paper to holders. Leave one extra roll of toilet paper in each stall.
6. Clean and remove fingerprints from the door glass, interior office windows, and all glass-top furniture.
7. Vacuum the carpeting daily and shampoo the carpet quarterly per year.
8. Damp mop all tile floors.
9. Scrub urinal interiors with a liquid abrasive and flush afterwards.
10. Remove trash recycling to the appropriate outside dumpster.
11. Inspect the area; secure doors and lights (doors found closed shall be re-closed, and lights found off shall be turned off).

Description of Work – Second Floor (square footage: 6294)

Entrances, Restrooms, General Office Areas, Stairwells, Private Offices and Cubicles, Meeting and Board Rooms and Kitchen cleaned five (5) times a week (Monday-Friday)

1. All cleaning as specified under general cleaning A
2. Inspect the area; secure doors and lights (doors found closed shall be reclosed, and lights found off shall be turned off)

Overall Requirements

- Janitorial services shall be performed after 5:00 p.m. or otherwise specified by URCA. Additionally, URCA's training/conference rooms on the ground and first floor are used on the last Thursday of every month for Board meetings. The service provider must not interfere with any scheduled meeting(s).
- The following holidays are excluded: URCA's holidays – New Year's Day, Majority Rule Day, Good Friday, Easter Monday, Whit Monday, Randol Fawkes Labour Day, Independence Day, Emancipation Day, National Heroes Day), Christmas and Boxing Day (December 25th, 26th). If the URCA office is closed on days before or after the above holidays, URCA will advise the service provider accordingly. If the holiday fall on a Sunday, the holiday will be observed on Monday.

- The janitorial service company shall provide a working supervisor capable of fluently speaking, reading, and writing English.
- For security purposes, the service provider shall be required to submit a list including the names and addresses of the personnel who will be regularly assigned to URCA. In addition, all janitorial staff shall wear a work uniform that displays the company's name.
- The service provider warrants, covenants and otherwise agree that the personnel it sends to URCA shall be responsible individuals, free of felony convictions.
- The service provider may not substitute any employee on URCA property without prior notification to URCA. If a new employee is to be utilised, the company must report it to URCA at least 24 hours in advance.
- The service provider's personnel shall not disturb papers/documents on the desks or open drawers, cabinets, files, or bookcases in cubicles or offices.
- The service provider's personnel shall not use URCA's telephones for personal calls.
- Under no circumstance shall the service provider's personnel be allowed to bring visitors, children, or other relatives into URCA's building.
- The service provider shall assume full responsibility for the actions of its employees' or agents' and remediate any damages caused by the actions of its employees or agents unless the said damage occurred under circumstances beyond their reasonable control as determined by URCA.

Qualifications and Experience

The qualified service provider must satisfy the following requirements:

- Maintain a permanent place of business
- Have an adequate workforce and equipment to perform the services effectively.
- Have satisfactorily provided services of similar size and scope for at least twelve (12) consecutive months.

4. Submission Requirements

URCA requires the submission of a comprehensive, well-structured and organised proposal to

address each of the services listed in Section 3 above.

The proposal, inclusive of its content, must adhere strictly to the following format:

A. Letter of Transmittal:

Section A of the proposal shall comprise a letter of transmittal, which must contain the following statements and information:

1. company name, mailing and physical address, telephone number(s), fax number(s) and website address;
2. name, title, email address and telephone number of the person(s) to contact who are authorised to represent the firm and to whom correspondence should be directed;
3. a brief statement of the vendor's understanding of the services to be performed under the contract and make a positive commitment to provide the named services;
4. a corporate officer or person authorised to bind the vendor to the proposal must sign the letter and cost schedule; and
5. a statement stating the proposal and cost schedule will be valid and binding for at least ninety (90) days following the proposal due date and will become part of the contract negotiated with URCA.

B. Profile:

Section B must comprise a comprehensive profile of the company, including, at a minimum:

1. Number of years in business;
2. Number of years the vendor has provided the proposed services;
3. Number and type of clients;
4. Number of full-time employees and their areas of involvement;
5. Location of the company's business office from which they will service URCA's account.

C. Detailed Services Proposal

The vendor should submit a detailed proposal for the services, including, at a minimum, the following information organised in sections numbered as set out below:

1. Executive Summary of the Proposal, including why the company is submitting its proposal and what uniquely qualifies it to perform the service.
2. Description of the vendor's proposed approach to providing the services to URCA and how the vendor is positioned within the Cleaning and Janitorial sector to provide the

services. This must include details of the vendor's experience in providing similar cleaning/Janitorial services to those sought by URCA. Provide the name and contact details of at least three references. The references should all be clients for whom the vendor currently provides or has provided similar services to those sought in the RFP within the last three years. Include details of the specific services, the number of users, and the period the vendor has provided services to each of the three references.

3. Provide details of staff members and other personnel proposed to provide services to URCA, including:
 - a. Names of specific personnel, identifying those that will perform as primary contacts and secondary or alternative contacts.
 - b. Details of each person's relevant experience and expertise.
 - c. Details of the local availability of the named personnel.
 - d. Proposed role and responsibilities of each team member.
4. Details of out-of-scope support service to be provided include:
 - a. support availability (days of week and time of day);
 - b. an itemisation of the vendor's charges for support services;
 - c. steps the vendor will take in escalating the resolution of cleaning problems;
 - d. final authority within the vendor's company to resolve cleaning problems; and
 - e. response time(s) and goals for resolving problems.
5. Disclose any instance of termination for default of a contract for cleaning and janitorial services provided by the vendor to a client within the past five years. Termination for default means a notice from a client to stop services for non-performance or poor performance, including any litigation or dispute resolution of the issue. If termination for default has occurred within the past five years, the vendor should list that party's name, address, and telephone number. URCA will evaluate the facts and may, at its sole discretion, reject the vendor's proposal. If no such termination for default has occurred within the past five years, the vendor should provide a declaration.
6. Provide details of any additional services, beyond the scope of this RFP, that the firm provides which may be of interest to URCA.

D. Draft Contract

The vendor shall submit a draft contract for URCA's consideration, which must be consistent with the terms of service in the submitted proposal. URCA will review the contract, and the final terms and conditions will be subject to URCA's approval.

E. Cost of Services

1. The vendor must submit a FIXED FEE service contract for a two-year (2) year renewable for up to twelve (12) months by agreement between the parties. The Fee must be broken out into annual costs payable per a clear monthly or quarterly schedule. The annual fee shall be constant for the first two (2) years at a minimum.
2. Vendors must specifically list any equipment or services not covered in the fixed contract price.
3. Identify the following for those services that are not under the fixed fee:
4. A fee schedule containing the vendor's hourly rate.
5. A description of how fees for services outside the fixed fee contract will be billed.

5. Evaluation Criteria

An URCA-appointed selection committee will review all proposals based on the following criteria and make a recommendation to URCA's Chief Executive Officer:

- A. Approach and Methodology;
- B. Experience of the Company;
- C. Project Staffing and Experience;
- D. Satisfaction of Clients/End Users; and
- E. Pricing.

URCA will use a rating system based on pre-defined points and percentages to evaluate the proposals. The contract award will be made to the company whose proposal receives a favourable evaluation, recommendation of the selection committee, and approval by URCA's Board. However, URCA shall not be bound to accept the highest scoring or any proposal submitted.

6. Miscellaneous

URCA reserves the right:

1. to reject any or all proposals for failure to meet the requirements contained herein or for any other reason which, in URCA's sole judgment, renders the proposal unsuitable,
2. to waive any technicalities, and
3. Select the proposal which, in URCA's sole judgment, best meets URCA's requirements.

This RFP creates no obligation for URCA to award a contract or compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews. URCA also reserves the right to negotiate further with any respondent to the RFP. Providers should refrain from relying upon the opportunity to alter their qualifications during discussions.

7. Selection Processes

7.1 Submission Requirements

Respondents must submit their responses and all associated documents in accordance with the following guidelines **ONLY**:

1. **Four (4) PRINTED COPIES** of the Response, placed in sealed, opaque packages marked:
PROPOSAL FOR CLEANING AND JANITORIAL SERVICES
Chief Executive Officer
Utilities Regulation and Competition Authority Fredrick House
Fredrick Street
P.O. Box N-4860 Nassau, The Bahamas
2. **COMPLETE PROPOSALS MUST BE RECEIVED NO LATER THAN 3:00 PM, BAHAMAS TIME, ON THE RESPONSE DEADLINE DATE OF 22 MAY 2023. LATE RESPONSES OR SUBMISSIONS SHALL NOT BE ACCEPTED.**

Only physical submissions will be accepted and only according to Section 7.1. In no circumstances should a Respondent submit its proposal or any part of it to any person at URCA via email, fax, or any other method of submission, whether in addition to or instead of the above.

The contractual and licensing arrangements between URCA and the Service Provider will incorporate

the contents of the Proposal. URCA underlines the importance of receiving honest, trustworthy and complete answers to all areas of the RFP.

Please comply with all the submission requirements above (including packaging) to avoid rejection or disqualification of the application.

7.2 URCA Contact Details for Clarifications, Questions and Additional Information

Persons seeking clarification or additional information on any matter involving this RFP or the process (other than a submission of proposals) in writing by email or mail to the “Project Manager – RFP for Cleaning and Janitorial Services” at the following address with the subject "**RFP for Cleaning and Janitorial Service question**”:

Project Manager – RFP for Cleaning and Janitorial Services

Utilities Regulation and Competition Authority

Fredrick House Fredrick Street

P.O. Box N-4860 Nassau, The Bahamas

Email: info@urcabahamas.bs

Questions must include the enquirer's full contact details (mailing address, email address and fax number). Please state if the question is general or involves a specific issue in the RFP, and if so, which one?

URCA will acknowledge receiving such questions and answer them **by email** as soon as practicable.

URCA will inform if it cannot answer a question within five (5) working days of receipt or, at the latest, seven (7) days before the Submission Deadline.

URCA will not accept further information or clarification requests after 12 May 2023.

7.3 Expenses

Each Respondent shall be liable for all costs incurred in this RFP process, and URCA shall not accept or bear any responsibility to compensate any Respondent.

7.4 Selection Procedure and Criteria

Based on compliance and satisfaction of the matters in this RFP, URCA will evaluate the proposals based on the submission and any specifically requested presentations only. URCA will consider all

facets of the proposal, including the price and commercial terms and conditions, based on the following weightings:

Approach and Methodology	15%
Company Experience	10%
Project Staff Experience and Qualifications	20%
References	15%
The commercial proposal, including price and all terms and conditions	40%

URCA reserves the right to choose freely among Respondents, selecting any or none - or to use the quotation as a basis for further dialogue with any or all Respondents. Respondents shall not consider the commencement of negotiations with URCA as a commitment by URCA to enter into a contract with the Respondent.

7.5 Time Schedule

7.5.1 Issue of RFP

URCA issued this RFP on 24 April 2023, and interested persons may download it from URCA's website at www.urcabahamas.bs.

7.5.1 Deadline for Submission of Proposals

URCA MUST RECEIVE COMPLETE PROPOSALS NO LATER THAN 3:00 PM, BAHAMAS TIME, ON THE RESPONSE DEADLINE DATE OF 24 MAY 2023. URCA WILL NOT ACCEPT AND IS NOT RESPONSIBLE FOR LATE RESPONSES OR SUBMISSIONS.

URCA will only accept physical submissions that comply with Section 7.1 above.

7.5.3 Selection of and Negotiation with Service Provider

URCA will conduct its final evaluation and select its preferred Service Provider. The selection shall, at this stage, remain subject to successful commercial negotiation of the terms and conditions of a

contract. If URCA cannot agree on terms and conditions with the preferred Service Provider to URCA's satisfaction, URCA reserves the right to commence negotiations with the next best-qualified bidder, and so on, until a satisfactory agreement has been concluded.