

**Request for Proposal (RFP)**

**1 Executive Summary**

BLDC is seeking proposals to provide services for the daily general cleaning of offices and various buildings located at Southside, St. David's. These buildings are either rental properties or are occupied by BLDC.

This RFP process invites suppliers to submit competitive bids for the general cleaning services of **Nine** BLDC properties. The purpose of this RFP is to provide a fair evaluation for all candidates and to provide the candidates with the evaluation criteria against which they will be judged.

- 1.1 The following outlines the process that will be followed by the Bermuda Land Development Company Limited to seek proposals from potential vendors.

**2 Submission Deadline**

- 2.1 Vendor proposals must be submitted by **April 29th, 2022**
- 2.2 **Start date May 9th, 2022**
- 2.3 **Finish Date May 9<sup>th</sup> 2024**

**3 Submission Delivery**

**4 Proposals submitted via e-mail must have" "Request for Proposal- Janitorial Services in the subject line.**

- 4.1 All submissions become the property of BLDC and will not be returned. All conditions contained in the RFP are considered accepted by the vendor in any information submitted.
- 4.2 All information submitted with the RFP will be kept confidential and access will be only by Bermuda Land Development Company Limited employees reviewing the RFP. BLDC is not obliged to award orders or contracts to vendors based on the information received.

## 5 Vendor Submissions

5.1 The solution is to be delivered as detailed below.

5.2 Submissions must include the following information:

### 5.2.1 *Materials List*

- Each vendor will provide an itemized list of materials that will be used for the job

### 5.2.2 *Emergency Support*

- Guaranteed response times in cases of emergency
- Helpdesk, call logging, cell phone, pager, etc. availability

### 5.2.3 *Company Information*

- Company Name
- Business Address
- Contact person – name, telephone, fax, email, helpdesk
- Business hours
- Size of organization
- Number of clients
- Brief resumes of staff, including qualifications and experience

### 5.2.4 *Estimated Time to Complete Work*

- Estimated labor hours
- Estimated date of completion

### 5.2.5 *Costs*

- Total costs in Bermuda \$,
- All materials costs to be “as landed”
- To include the labor rate

### 5.2.6 *Subcontractors*

- Vendors may choose to use subcontractors to perform any or all of the services required. This information must be fully disclosed in the proposal.

## 6 Pre-submission Information

6.1 All prospective vendors will be provided with this documentation and the opportunity to submit written inquiries to BLDC.

6.2 There will be one site visit on **April 20th, 2022**, commencing at **10:00 am** at the Bermuda Land Development Company Limited, Triton House, 1 Longfield Road, Southside, St. George’s parking lot. **Attendance is compulsory for all prospective vendors. Failure to attend the site visit will render the respondent’s submission invalid unless other**

***arrangements have been made with BLDC prior to the site visit date.***

Please feel free to contact J. Trott. at **278-2087** should you require further information.

## **7 Vendor Responsibility**

- 7.1 It is the vendor's responsibility to ensure its complete understanding of the requirements and instructions specified by BLDC. In the event that clarification is required vendors should submit written inquiries as described in paragraph 5 above.

## **8 Amendments**

- 8.1 At any time prior to the close of the RFP, BLDC may alter, amend, delete or add to, in whole or in part, any terms or provisions of this RFP. BLDC may modify, amend or revise any provision of this RFP or issue addendum at any time. BLDC will email out any such modification or amendment, revision or addenda for this RFP

## **9 Evaluation Process**

- 9.1 The proposals submitted to BLDC will be evaluated in a two-stage process with the first stage resulting in a short list of potential vendors. Subsequently, the short-listed vendors will be requested to discuss their service or product offering, which may result in the award of a contract. The only information that will then be released is the name of the successful vendor(s).

## **10 Negotiations**

- 10.1 BLDC reserves the right to enter into discussions or to negotiate with a vendor as it sees fit, or with another vendor or vendors concurrently. In no event will BLDC be required to enter into discussions or negotiations on similar or other terms or offer any modified terms to any other vendor prior to entering into a binding contract. BLDC shall incur no liability to any vendor as a result of these discussions, negotiations or modifications.

## **11 Acceptance and Authority to cancel this RFP**

- 11.1 BLDC will not be obliged to accept the lowest price or any of the proposals submitted. Each vendor acknowledges and agrees that BLDC will have no liability or obligation to any vendor, except to the party, if any, awarded a contract by BLDC in its sole discretion and BLDC shall be fully and forever released and discharged of all liability and obligation in connection with this Request for Proposal (RFP). BLDC will not make public the vendor submissions and reserves the right to cancel this RFP without any obligation or reimbursement to vendors.

## 12 References

12.1 Before awarding any contract BLDC reserves the right to require the vendor to submit such evidence of qualifications as it may deem appropriate. This evidence may be concerning financial, technical and other qualifications as well as the relevant experience and skills of the Vendor.

## 13 Terms and Conditions

13.1 BLDC reserves the right to accept and/or reject any and all bids.

13.2 All proposals will be considered final. No additions, deletions, corrections or adjustments will be accepted after the time stated above.

13.3 BLDC shall not purchase services from any business owing delinquent taxes to the Bermuda Government.

13.4 Proposals received after the designated time of receipt will be considered as "NO BID" and "VOID". The time stamp for proposals submitted electronically will be that of the BLDC mail server. It is the vendor's responsibility to allow sufficient time for electronic transmission and delivery, especially in the case of large files.

13.5 Upon awarding and acceptance of a contract for goods or services, a Bermuda Land Development Purchase Order will be issued as a guarantee to pay. Payments will be authorized on invoices 30 days after receipt of the contracted goods or services. All responses must include any proposed variations to these standard payment terms for discussion and negotiation.

13.6 The service period of the contract shall run for **24 months beginning May 1st, 2022, expiring May 1st, 2024**. BLDC will pay compensation to the service provider in arrears monthly upon receipt of an invoice from the service provider. Invoices must be received no later than the 10th day of each month for payment between the 20th and the end of the month for the previous month's services.

13.7 Contractors should include a description of similar recent work and a list of references along with:

13.8 A detailed quote for full cleaning service as provided for in schedule 1.

13.9 A detailed quote for heavy cleaning service as provided for in schedule 2.

## 14 Summary of Key Dates

Publish Request for Proposal	April 11 <sup>th</sup> & April 13 <sup>th</sup> , 2022.
Site Visit (mandatory)	April 20 <sup>th</sup> , 2022. 10:00am
Cut off for questions	April 27 <sup>th</sup> , 2022.
Vendor proposals submitted	April 29 <sup>th</sup> , 2022. 3:00pm
Start Date	May 9 <sup>th</sup> , 2022
End Date	May 9 <sup>th</sup> , 2024

### Building Numbers and Locations

- Building #4 Public Restrooms only (Ships Wharf) - Daily
- Building #16 Kitchen, Restrooms, Offices, Stairwells (Commercial Park) - Daily
- Building # 34 Boathouse – Bathrooms only (Ships Wharf) - Daily
- Building #102 Bathroom Only- Twice a week
- Building #339 Triton House - Daily
- Building #349 Channel House - Daily
- Building # 731 Wastewater Treatment Plant (weekly cleaning)
- Building # 925 Daily Cleaning Public Restroom (Clearwater Beach)
- Building # 908 Daily Off-Season Cleaning October 2022 – April 2024  
Public Restroom (Clearwater Beach)

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### Schedule 1

Daily cleaning tasks:

- Empty wastebaskets, replace plastic liners and remove garbage to dumpster
- Full cleaning of bathrooms, to include:
  - Toilets
  - Urinals
  - Floors, sweep and mop
  - Wash basins, counter tops and mirrors

- Replenish bathroom supplies, soap, tissues, hand towel dispenser
- Wash dishes and coffee pot in kitchen, wipe counters and table tops, packing dishes away
- Vacuum all carpeted areas and spot clean stains as required

#### Weekly cleaning tasks:

- Dust all exposed surfaces, desk tops, tables, bookcases, filing cabinets
- Dust all windowsills, ledges and picture frames
- Clean drinking fountain
- Sweep and mop all tiled floors
- Clean doors and glass partitions
- Spot clean walls
- Clean toilet partitions and urinal screens

#### Monthly cleaning tasks:

- Clear away cobwebs at exterior entrances and around exterior windows
- Clean chrome and acrylic water supply pipes and drain lines in bathroom
- Clean light fixtures
- Dust/wipe interior window blinds
- Clean and polish all wood furniture
- Vacuum all air vents
- Clean restroom walls

### **Schedule 2**

#### Quarterly cleaning tasks:

- Machine shampoo all carpet and upholstered chairs
- Clean interior and exterior doors and frames with mild detergent
- Acid clean toilets and urinals
- Machine scrub and refinish hard surfaced (ceramic tile, vinyl composition tile) floors in bathroom, kitchen corridors and stairwells

### ***Outcome and Performance Standards***

Performance standards will be based on quality of work performed and client satisfaction. The contractor shall be accountable for ensuring 100% of cleaning services are completed. Performance will be monitored by periodic inspections of the properties named in the RFP and a record of complaints will be maintained. When performance is below expected standards, the contractor will be required to re-perform the work at no additional cost.

#### **Standards for cleaning:**

##### Bathrooms

- Cleaned daily and free of:
  - Dirt, waste
  - Mildew

- Fixtures are shiny and spot-free.

#### Kitchens

- Cleaned daily and free of:
  - Dirty dishes
  - Waste

#### Carpet floors

- Cleaned daily and free of:
  - Dirt, debris and stains

#### Tiled floors

- Cleaned weekly and free of:
  - Dirt, debris, and stains

#### Table tops, desk, bookshelves, doors, and glass

- Cleaned weekly and free of:
  - Dust
  - Cob webs
  - Mildew

#### Interior blinds, air vents, and exterior entrances and windowsills

- Cleaned monthly and free of:
  - Dirt, debris
  - Cob webs
  - Mildew

#### ***For further information contact:***

Jeannine Trott, Facilities Administrator at 278-2087 or email [jtrott@bldc.bm](mailto:jtrott@bldc.bm)

Kelly-Ann Robinson, Assistant Facilities Manager Plant at 278-2077 or email [Krobinson@bldc.bm](mailto:Krobinson@bldc.bm)

