



Request for Proposal

Office Cleaning Services
East Hill Street Headquarters
(The Historical East Hill Club)

Issued by:

The Bahamas Mortgage Corporation
East Hill Street
Nassau, The Bahamas

RFP # 20-04

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1. Intent

The Bahamas Mortgage Corporation ('The BMC' or 'The Corporation') wishes to engage interested companies for the provision of daily cleaning services for its East Hill Street Headquarters. The Corporation to sign a contract with the successful bidder.

2. Background

Our headquarters (The East Hill Street Club House) was recently renovated and extended. The work to the building included restoring the historical character of the original building together with the new construction to extend the structure to adequately house the Corporation which includes internal renovations, retrofits and upgrades to the current building codes including handicap accessibility to the building. The building is comprised of four (4) floors at the southwest and three (3) floors at the northeast section. The total square footage approximates 18,600 square feet.

The overall objective is to ensure the building is always presented clean and neat to employees, clients and visitors.

The specific objectives are to:

- a) Maintain the staff offices in clean and tidy conditions in accordance with the standard expected by the Corporation as defined in the Key Performance Indicator (see Appendix B of Terms of Reference);
- b) Keep the condition of kitchens, toilets, and washrooms neat and clean, tidy and hygienic and free from foul smells;
- c) Maintain the window and door glasses and building terraces free from dust or stains; and
- d) Keep heavily client-trafficked areas cleaned and sanitized throughout the day to prevent accidents and the spread of infectious disease.

3. Submission Deadline

To receive consideration, responses to this RFP must be received in hard copy **OR** electronic form no later than 5:00 p.m. on **Wednesday, October 14, 2020**. Physical proposals should be delivered to:

The Bahamas Mortgage Corporation
East Hill Street
Nassau, The Bahamas

Attention: Mr. Antoin Bowe
Director, Operations

Electronic proposals will be accepted at abowe@bmchomes.com. Late proposals will not be considered. There will not be a public opening for proposals received.

Prior to the submission deadline, the Corporation may amend or clarify the RFP in case of discrepancies or omissions.

4. Project Contact

Proponents are encouraged to obtain a clear understanding of the proposal requirements prior to submission.

Inquiries, additional arrangements for site visits and review of available information and existing drawings and questions are to be directed to:

Mr. Antoin Bowe
Director, Operations
Phone: 242.502.1071 (Direct)
Phone: 242.357.5640 (Mobile)
Email: abowe@bmchomes.com

5. General Information and Requirements

Incurring Costs

BMC will not be liable in any way for costs incurred by proponents in replying to this RFP.

Innovative Proposals

Proponents are required to base their proposal submission, and all pricing contained therein, on the requirements set out in this RFP. Notwithstanding these requirements, proponents are encouraged to provide innovative ideas and suggestions which they feel will improve upon the requirements set out in this document.

Reservations

BMC reserves the right to:

- Reject any or all proposals received in response to this RFP;
- Seek clarification from proponents who respond to this RFP;
- Verify the validity of the information supplied in any proposal;
- Negotiate with the proponent(s) responding to this RFP, consistent with the objectives stated;
- Accept the proposal that appears to be in the best interest of BMC.

Proposal property

Once received, proposals and accompanying documentation become the property of BMC and will not be returned.

Conflict of Interest

Each proponent must make full disclosure of any relationship with any employee or board member of The BMC.

6. Schedule of Events

The following is a schedule of events and projected milestones, which is subject to change. All bidders will be provided with notice of any change to this schedule.

- October 5, 2020 RFP Opens
- October 6-9, 2020 Building walkthrough (by appointment)
- October 14, 2020 Proponents' responses to RFP due
- October 23, 2020 Decision and communication to proponents
- November 2, 2020 Contract Commencement

7. Premises walkthrough

To facilitate proponents' understanding of the project, The BMC will accommodate walkthroughs of the premises. While a walkthrough is not mandatory, The BMC strongly suggests that all proponents schedule and attend one.

Walkthroughs are available in 45-minute increments between 10 a.m. and 3:45 p.m. Tuesday, October 6 – Friday, October 9, 2020.

8. Project Scope

The tasks mainly relate to providing The BMC with professional office cleaning services, supplying the cleaning staff (including on-site custodian) and material, and disposing of garbage out of the building. Within the designated premises (building and guard house), the proponent is mainly required to clean the interior of the buildings, and the exterior of premises to include porches, terraces, and patios.

Cleaning of Office Space

- 8.1. Cleaning of Office Space is expected to be three times per week – Tuesday, Thursday, Weekend;
- 8.2. Weekday cleaning should be conducted between 5 p.m. and 10 p.m. and on weekend between 8:00 a.m. and 2 p.m.;

- 8.3. Cleaning of all door and floor surfaces with the appropriate equipment and detergents;
- 8.4. Cleaning and polishing of office furniture and fittings in offices, reception area, board/conference rooms, elevator, stairwell, etc. Mechanical and electrical rooms are generally excluded from this scope but are expected to be visited at least once per month;
- 8.5. At least monthly buffing of tile and resilient flooring, quarterly buffing of wood flooring and shampooing of carpets; and
- 8.6. Provide ongoing reporting to management on quality control measures, opportunities for improved cost control, employee behaviour, global and local trends in office cleaning and sanitization, issues identified in service delivery, etc.

Custodian Tasks

- 8.7. Systematic and ongoing refresh and sanitization of heavily trafficked employee and client areas (e.g. Lobby, Cashier, Credit, Arrears, bathroom, kitchen);
- 8.8. Check and refill (as required) liquid soap, air-freshener, paper-towel, tissue papers, and hand sanitizer;
- 8.9. Daily refresh/change of office, bathroom and kitchen trash bins; and
- 8.10. Advise The BMC Operations Management Team on inventory levels at least weekly for refresh as required.

NB: Toiletry, toilet paper/guard, hand detergent and sanitizer, and trash bags to be provided by The Corporation and should be excluded from scope and pricing.

9. Proposal Format

Proponents should include the required information outlined below. Additional information thought to be relevant, other than the categories listed below, should be provided as needed.

- Cover Letter - Provide a cover letter, dated and signed by an official authorized to negotiate and make commitments on behalf of the company. The letter should indicate the contact name, title, email address, office location, and telephone number of the individual who can provide any clarifications with respect to your proposal. Information relating to your principal shareholder(s), board of directors should be disclosed.
- Legal Information - Provide a copy of your current Business License, VAT Certificate, and identification of two officials authorized to negotiate on behalf of the Company.
- References - Provide the contact information for three (3) companies that you have provided similar services to within the past five (5) years. Please

note, The BMC reserves the right to check the references of all proponents at any time during the evaluation process at The BMC's discretion.

- Qualifications - Describe your company's qualifications and experience with the type of work being requested clearly identifying your experiences; copies of licenses/qualifications of key employees should also be provided.
- Quality Control - Provide the quality control standards employed by the Company.
- Cost Proposal - Provide a schedule reconciled to total price for office cleaning and custodian in aggregate to include: number and rates of employees/supervisors assigned to the job, cost allocation for product utilization, charge-out for other equipment and services, etc.

10. Evaluation of Submissions

All proposals must be in reference to The BMC's response requirements and terms and conditions stated in this RFP. The BMC will evaluate the proposals and will select the proposal that best meets the interest of the Corporation based on its determination of the best and most advantageous proposal. The BMC's decision is final.

11. Award

The BMC will either award an appointment in whole or in part or will announce that no appointment will be made. The BMC reserves the right to accept or reject any or all proposals.