

**REQUEST FOR QUOTE
FOR
CLEANING SERVICES
Providenciales Port Complex and Security Guard House**

Summary

The Ports Authority of the Turks and Caicos Islands (PATCI) has general management and control of ports within the Turks and Caicos Islands. The Providenciales Port Complex is a newly constructed three-story building located on South Dock Road which is expected to officially open January 2025. The Complex will house Ports Authority's offices, government departments and rental units.

Scope of Services

The Ports Authority of the Turks and Caicos Islands is seeking proposals from qualified businesses to provide cleaning services for its 1) Port Complex and 2) Security Guard House in Providenciales. The Contractor shall provide cleaning services within the Port Complex and surrounding premises five (5) days a week and its Security Guard House six (6) days a week excluding public holidays. The contract is for a period of one (1) year subject to an extension based on good performance. The performance of the contract will be subject to evaluation by the Management of the Ports Authority. The contracted cleaning personnel will provide a variety of cleaning services which may include but is not limited to the following general tasks:

- Cleaning of the Ports Authority office space which include:
 1. Entire third floor (offices, bathrooms, kitchen, conference room)
 2. Periodic cleaning of training room with bathroom
 3. One (1) additional office space with bathroom on the second floor
- Common areas within the Port Complex. *“Common Areas” include public restrooms, walkways, elevator, and surrounding areas of the building.*
- Disposal of trash from the Ports Authority office space and common areas of the Port Office Complex.
- Security Guard House
- To carry out all cleaning that is necessary to make the offices and common areas a healthy environment for Ports Authority staff and the general public.

Supplies and equipment



- Supply of related consumable items including but not limited to liquid hand soap, hand towels, toilet paper, etc. for public bathrooms. There is a dedicated storage room on the premises for keeping supplies and equipment.
- The Contractor will provide all equipment and cleaning supplies required for carrying out the work. This applies to brooms, mops, cleaning cloths, etc.

The Contractor and cleaners on site

- The Contractor shall conduct regular systematic inspection of the cleaner's work and shall be responsible for providing adequate supervision to assure satisfactory performance of the services.
- The Contractor should send to the working location sufficient and agreed upon number of staff and provide IDs to the Ports Authority staff.
- The Contractor and their staff should take the necessary safety measures to perform the work assignment.
- The cleaners on site must report all maintenance issues to the Ports Authority staff.

Notes

- The Contractor shall provide appropriate and necessary management and supervision for all employees and shall be solely responsible for instituting and invoking disciplinary action of employees not in compliance with the Ports Authority's rules and regulations and other operating procedures as supplied by the Ports Authority.
- The Contractor shall adhere to the Turks and Caicos Islands Employment Ordinance in respect to the management of the cleaning personnel.
- The Ports Authority reserves the right to request for the removal or replacement of any of the Contractor's personnel if these standards are not observed.
- The Ports Authority will be responsible for damage arising from normal wear and tear, whereas the Contractor will be solely responsible for the repair or replacement of items damaged/lost due to the negligence of contractor's staff.
- The contractor shall provide substitute personnel if management desires any replacement due to unsatisfactory service and for any other reasons deem fit for replacement.

Proposal

Bidders are asked to address the following subjects in the response:

- **Company History and Organization:** Provide a brief company history, mission statement and organizational summary.
- **Work Plan:** Describe in detail how your firm will be organized to manage this project.
- **Cost proposal:** Provide all cost as it relates to the cleaning services.
- **List of relevant services provided within the last two years.**
- **Provide a valid business license in the relevant business field.**



Evaluation

The proposal will be evaluated using the criteria below:

| | Description | Maximum |
|------|--|---------|
| Item | Measure | |
| 1 | Cost Proposal | 40% |
| 2 | Work Plan | 30% |
| 3 | Relevant experience | 20% |
| 4 | Valid Business License to operate in the TCI | 10% |
| | Total Points Attainable | 100% |

Contact Information

Requests for additional information and clarifications should be sent to:

Ms. Shawna Lewis
Deputy Director
Ports Authority of the Turks and Caicos Islands
South Dock
Providenciales
Phone: 649 331 4403
Email: slewis@ports.tc

Submission of Quotation

Quotations may be submitted both electronically and via hard copy. Quotations must specify details of all costs.

The envelope bearing the quotation should be marked as follows:
“Cleaning Services, Port Office Complex and Security Guard House”

Addressed to:
Ms. Shawna Lewis
Deputy Director
Ports Authority of the Turks and Caicos Islands
South Dock
Providenciales
Phone: 649 331 4403
Email: slewis@ports.tc

All proposals should be received by Friday November 28th, 2024 at 4:00 p.m.



@ports.tc