MINISTRY OF TOURISM, INTERNATIONAL TRANSPORT AND MARITIME INITIATIVES

REQUEST FOR PROPOSAL RFP 2021: 10

SECURITY FIRM

CABRITS RESORT HOTEL & SPA (MOROCCAN HOTEL)

PORTSMOUTH, COMMONWEALTH OF DOMINICA

PROPOSAL DUE DATE: **NOVEMBER 19, 2021**

ISSUE DATE: **OCTOBER 20, 2021**

1.0 SUMMARY

The Government of the Commonwealth of Dominica through the Ministry of Tourism, International Transport and Maritime Initiatives is seeking proposals from qualified service providers to supply uniformed security services for the Moroccan Hotel – Portsmouth, Dominica.

This document is not a contract therefore the Government has no legal obligation whatsoever to any Bidder until a formal agreement has been executed. It is a Request for Proposals (RFP) for the security services outlined in the **Terms of Reference at Section 3.0**, and provides details on the minimum requirements that Bidders must meet in order to be considered as well as the type of information that must be included in the proposals. This RFP does not obligate the Government to accept responses from any service provider.

The Ministry of Tourism, International Transport and Maritime Initiatives will evaluate all proposals provided that they meet the minimum requirements and are received by the stated deadline. Proposals that do not meet these criteria or that are considered unresponsive to this RFP will not be considered. Selection of the successful Bidder will be based on Ministry of Tourism, International Transport and Maritime Initiatives ability to determine, from the information submitted by Bidders, the relative ability to deliver professional service in an efficient and cost-effective manner. If it is determined that any proposal is disadvantageous due to pricing or other business reason, Ministry of Tourism, International Transport and Maritime Initiatives reserves the right, at its sole discretion, to negotiate with the submitting party.

The following specific criteria will be evaluated and must be addressed in Bidders' submissions:

- ☐ History, experience and organisation of the company
- ☐ Management approach
- ☐ Personnel selection process
- ☐ Development, training and retention of personnel
- ☐ Total Quality Management Programme
- ☐ Financials or letter from the bidders' banker in lieu
- ☐ Relevant references
- ☐ Responsiveness to the RFP
- ☐ Price and invoicing.

<u>The anticipated schedule of events, subject to change at Ministry of Tourism, International Transport and Maritime Initiatives discretion, is as follows:</u>

1. RFP issue date October 20, 2021
2. Deadline for submission of requests for clarification by the bidder is November 10, 2021
3. Closing date for submission of proposals November 19, 2021
4. Proposal validity period 90 days after date of submission of proposal
5. Opening and evaluation of proposals will be done the Week of November 19th 2021

The winning bid will be decided by the Cabinet of Dominica and the Ministry of Finance will issue the Award of Contract.

The Government of Dominica does not bind itself to accept the highest, lowest, or any bid and reserves the right to reject any and all bids or to cancel this RFP or the process with or without notice or explanation at any time. All information disclosed in response to this RFP, whether included in Bidders' proposals or acquired through discussions or negotiation, will be held in strictest confidence.

2.0 CABRITS RESORT HOTEL & SPA OVERVIEW

The Cabrits Resort Hotel & Spa is a newly constructed hotel situated on Purple Turtle Beach, on the north shoreline of Prince Rupert Bay, Portsmouth, Dominica. The Prince Rupert Bay is a natural anchorage popular with the Caribbean yachting community. The hotel was funded and built by the Government of Morocco as a gift to Dominica.

The Hotel is situated in a prime location in the North of the island of Dominica. It is located near to the Cabrits Cruise ship berth and the Historic Cabrits National Park and Marine Reserve.

The Hotel currently has a total of 68 rooms comprising 54 standard rooms and 14 suites, conference and spa facilities.

All of the hotel rooms are afforded spectacular views across the bay towards the highest mountain range in Dominica. The hotel is therefore well situated to service a mix of business and leisure visitors.

3.0 TERMS OF REFERENCE

Resource Requirements

The Bidder shall provide unarmed uniformed security services in and around the Moroccan Hotel at Portsmouth, on a 24-hour, 7- days-a-week basis.

The security personnel furnished by the Bidder will be required to provide a combination of services in accordance with the Ministry's security policies and procedures. These may include but are not limited to the following tasks:

- controlling entry and egress access;
- patrolling interior and exterior building areas;
- verifying visitor and building employee identification;
- providing incident and daily operating reports;
- monitoring the CCTV and responding to building intrusion detection systems, alarms and fire detection equipment;
- responding as necessary to support other safety duties;
- maintaining a visitors log book and distributing passes to visitors;
- interacting with the public in a professional manner;

Post Orders

The Contractor shall develop a comprehensive set of Post Orders documenting both general procedures as well site-specific responsibilities and customer service factors. These Post Orders must be reviewed and approved by the Permanent Secretary of the Ministry prior to the commencement of the successful Bidder's services. The Bidder shall ensure that all security officers read and confirm that they understand the Post Orders and, at minimum, shall test each officer during the on-the-job training.

General Requirements

The Bidder shall:

a) ensure hiring, training and administration of competent, motivated and professional employees that meet established criteria;
b) be responsible for the daily personal appearance of all security personnel, and provide uniforms and appropriate protective clothing necessary to support continuous performance of the requirements outlined in this RFP.
c) agree to replace, whenever required to do so by the Ministry, any employee considered by the Ministry to be unsatisfactory or undesirable, within the limits of any applicable laws.

d) respond as necessary to accommodate additional duty hours as may be requested.
e) provide appropriate and necessary management and supervision of all its employees and shall be solely responsible for instituting and effecting disciplinary action of employees not in compliance with the Bidder's rules and regulations, as well as any other policy established by the contracting parties.
f) administer all cost accounting and billing relative to this RFP.
g) propose the invoicing frequency and procedures.
h) meet the specific terms and intent of the specifications of this RFP.

3.1 Confidentiality/Non-Disclosure

Bidders are reminded that the information contained in this RFP or accumulated through other written or verbal communication with the Ministry is strictly confidential. It is for Proposal purposes only and is not to be disclosed or used for any other purpose. The obligations set out in this confidentiality agreement shall survive the expiration or termination of any contract offered as a result of this RFP. The Ministry will also keep all information provided by the Bidder confidential.

4.0 PREPARATION OF PROPOSALS

4.1 Documents Comprising the Proposal

The Proposal shall comprise the following components:

- RFP Acknowledgement Form (Appendix A);
- Technical Proposal (Appendix B);
- Cost Proposal (Appendix C).

Proposals not comprising the above components shall be rejected.

4.2 Technical Proposal Format

The Bidder shall structure the technical part of its Proposal according to the format set out in Appendix B to this RFP in order to be considered for evaluation. Failure to present the information in the required format will disqualify the bid.

a) Company History, Experience and Organisation: Provide a brief history of the company, including experience, mission statement and organisational summary. Include brief biographical information regarding the personnel who would be directly responsible for the administration, management and local supervision of this assignment.

b) Management Approach: Describe how your firm will be organised to manage this assignment. Indicate by position or title the person who will have overall responsibility for the Hotel's account and the support staff that will be assigned to this project. An organisational chart depicting the structure of the local office if it is part of a wider entity must also be supplied.

c) Personnel Selection Process: Describe the recruitment and selection process for security officers. All personnel and supervision provided under this RFP must be trained, experienced and qualified to perform the work to which they are assigned. The Bidder's documented employment process which shall include application, interview, drug and background check (Police Record) phases and qualifications must be included.

d) Training, Retraining and Retention Programmes: Describe in detail the training, retraining and retention programmes in place to effectively manage this project. Include the following: Pre-assignment training, job and task specific training, and formal continuous training to enhance your firm's ability to effectively manage this project, as well as the approach employed to ensure low rate of turnover of security officers. Include a list of all individuals assigned to your transition team with current contact information.

e) Total Quality Management Programme: Outline administrative controls, plans and processes employed to monitor and assure contract compliance of security services. Include methods of quality control, contract administration, management inspection programme, conduct and job performance standards, corrective action planning and follow-up reporting.

f) Provision of financials or letter from banker in lieu of financial statements.

g) References: Provide at least three (3) client references whose facilities are comparable in size, profile and security service hours to the Moroccan Hotel. Include company name, address, contact person and contact number.

NB: The Technical Proposal should not contain any pricing information on the services offered. Pricing information shall be separated and only contained in the Cost Proposal. All information provided will be held in strictest confidence.

4.3 Cost Proposal Format

All costs should be stated in Eastern Caribbean Currency (EC$) and should be provided in the format as per the template in Appendix C. Note that Value Added Tax must be included. While other data to support your Cost Proposal may be presented, the above stated form must be completed with the relevant information and submitted with the Proposal.

5.0 ELIGIBILITY REQUIREMENTS

For tenders to be considered, the following must be submitted al ng vith the Proposals:

1. Evidence of registration with the Ministry of National Securi y and/or the Dominica Police Force (a valid license to operate).
2. Evidence of company registration
3. A valid Social Security debt clearance cer ificate.
4. A valid Tax Compliance Certificate.

Automatic Exclusion:

Proposals shall be automatically excluded for any of th e follow ing reasons:

- evidence of inability to fulfil any aspect of this RFP;
- failure to provide all requested documentation;
- submission of false or misleading information;
- bankruptcy or proceedings for a declaration of bankrupt y;
- failure to pay social security obligations
- failure to pay taxes
- grave professional misconduct by the business and/or any men ber of its management team;

6.0 SUBMISSION OF PROPOSALS

All Proposals must reach the Ministry by the Closing Date indicated at Section 6.3 and must be submitted electronically to: pstourism@dominica.gov.dm A hard copy should also be delivered to the Ministry which is located at the address provided in Section 6.2.

6.1 Electronic Submissions

Electronic submissions must be sent to the e-mail address: pstourism@dominica.gov.dm with the subject line: RFP2021-10: Provision of Security Services for Moroccan Hotel.

Note that the Technical and Cost Proposals must be submitted as two separate documents in one e-mail with the subject line: Tender for the Provision of Security Services to Moroccan Hotel [and the name of the Bidding Company].

6.2 Physical Submissions

For hard copies, the below instructions shall apply:

Sealing and Marking of Proposals: The Bidder shall seal and mark the proposal in one outer (Envelope C) and two inner envelopes (Envelopes A and B), as detailed below.

□ Envelope A should contain the Technical Proposal detailing the information outlined at Section 4.0 above and should be marked **"Technical Proposal".**

□ Envelope B should contain the Cost Proposal and should be marked **"Cost Proposal"**.

□ Envelope C – the outer envelope – should contain Envelopes A and B and should be addressed as follows: RFP2021-10: Provision of Security Services for Moroccan Hotel

The Permanent Secretary
Ministry of Tourism, International Transport & Maritime Initiatives
3rd Floor
Government Headquarters
Roseau
Commonwealth of Dominica.

Hand-delivered proposals should be given to the **Receptionist** located in the lobby/reception area of the Ministry at the above address.

N.B. The identity of the Bidder must not be indicated on Envelope C. Failure to follow the above instructions for submission of Proposals will disqualify the bid.

6.3 Closing Date

The deadline for submission of tenders is 12:00 pm on Nove n.ver 19, 2021. However, the Ministry may at its own discretion extend the deadline for submission of I roposals and any addenda or extended deadlines so issued shall form part of the RFP documents and are t inding on the Bidder.

6.4 Late Proposals

Proposals submitted after the specified time a d date will be rejected.

6.5 Amendm nt of RFP

At any time pr or to the deadline for submission o' Proposals, the Ministry may, whether in response to a clarification r quest or for any other reaso n, amend t'he ter der documents by issuing an addendum.

6.6 Modification and Withdrawal of Proposal

No Proposal may be modified subsequent to the deadl.ne for submission of Proposals neither may it be withdrawn in the interval between .he deadline for sub mission of Proposa and the expiration of the Proposal Validity Period as specified n Clauses 6.3 and 6.9 – Closing Date a. d Tender Validity Period – respectively. However, the Bidder ma withdraw its Proposal after it h as been submitted provided that written notice of the withdrawal is received by the Ministry prio to the deadline prescribed for submission of Proposals. The Bidder's withdrawal notice shall be p epared, sealed, marked, and dispatched by the Closing Date.

6.7 Clarification of Request for Proposal

All enquiries must be directed in writing to the Permanent Secretary at the address above or by e-mail to: pstourism@dominica.gov.dm on or before October 20, 2021 and must include the RFP reference – **RFP2021-10**: Provision of Security Services for Moroccan Hotel. Responses to enquiries shall be communicated promptly to all Bidders without identifying the source of the enquiry or clarification request.

6.8 Cost of Tendering

Bidders shall bear all costs associated with the preparation and submission of their Proposals and the Ministry shall in no case be responsible or liable for those costs, regardless of the outcome of the tendering process.

6.9 Proposal Validity Period

Proposals shall remain valid for a period of at least ninety (90) days after the Closing Date. A Proposal valid for a shorter period may be rejected by the Ministry on the grounds that it is nonresponsive. In exceptional circumstances, the Ministry may solicit the Bidder's consent to an extension of the Period of Validity. The request and the responses thereto shall be made in writing. The Bidder granting the request will neither be required nor permitted to modify its Proposal.

7.0 OPENING, EVALUATION AND ACCEPTANCE OF PROPOSALS

7.1 Opening of Proposals

There shall be a Public Opening to open Envelopes C and A during the week of November 18, 2021 at the address stated above. However, the Ministry reserves the right to modify the date of opening of Proposals at its discretion.

7.2 Clarification of Proposals

To assist in the examination, evaluation and comparison of Proposals, the Evaluation Committee may at its discretion, ask the Bidder for clarification of its Proposal. Bidders shall respond within two business days.

7.3 Preliminary Evaluation of Proposals

Prior to the detailed evaluation, the Evaluation Committee shall examine the Technical Proposals to determine whether they are complete, properly signed and are responsive, that is, that they conform to all the terms and conditions of the RFP without material deviations. The Ministry determination of a Proposal's responsiveness is based on the information provided in the Proposal itself without recourse to extrinsic evidence. A Proposal determined as not substantially responsive will be rejected by the Committee and may not subsequently be made responsive by the Bidder for correction of the non-conformity.

N.B. Cost Proposals will only be opened after the Technical Proposals have been evaluated and are considered responsive.

7.4 Detailed Evaluation of Proposals

The following two-step procedure shall be utilised in evaluating the Proposals:

Step 1: Opening and evaluation of Technical Proposals.

Step 2: Opening and evaluation of the Cost Proposals of those Bidders receiving a score of at least seventy per cent (70%) for the Technical Proposals. The lowest bid will receive maximum points and all other points will be prorated on a percentage basis.

7.5 Technical Proposals Evaluation Criteria

Technical Proposals will be evaluated using the following criteria:

1. Company profile (history, organisation, expertise, experience, reputation, capacity, credibility, etc.)
2. Proposed management approach and understanding of the Terms of Reference, taking into consideration the Bidder's perception of the operations and work schedules of the Hotel.
3. Personnel selection process (suitability of personnel assigned to the project).
4. Responsiveness to the RFP – provision of all requested information in the required format. (No points will be awarded if this request is not observed.)
5. Provision of written references from at least three (3) companies that the Bidder has provided similar services for.

7.6 Cost Proposals Evaluation

Only the Cost Proposals of technically responsive bids will be reviewed. Appendix C provides the format of the information that must be provided. However, any other relevant supporting financial information may be provided by the Bidder.

7.7 Acceptance of Proposal

After approval by the Cabinet, the Ministry of Finance shall issue an Award of Acceptance through the Ministry of Tourism to the Bidder achieving the best overall score. However, the Ministry reserves the right at its sole discretion to accept any portion or all items proposed, if deemed in its best interest.

7.8 Rejection of Tender

The Ministry retains the right to reject or accept any or all tenders or to annul the tendering process and reject all tenders at any time prior to award of contract without incurring any liability or without providing explanation.

7.9 Negotiation of Contract

If negotiation with the successful Bidder does not result in a final agreement, the Ministry reserves the right to discontinue negotiation with that Bidder and enter into negotiations with other Bidders based on their scores, or to discontinue all negotiations. The Government is not obligated to award any contract as a result of this RFP.

7.10 Notification of Results

The Ministry will notify each Bidder of the outcome of its bid. After the successful Bidder has been notified and furnishes the documents required in the acceptance letter, the Ministry will notify the other Bidders that their bids have been unsuccessful. The Ministry will not be obligated to provide any details on the reason for non-selection or rejection of unsuccessful proposals.

APPENDIX A

RFP2021-10: Provision of Security Services for Moroccan Hotel Acknowledgement Form to:

The Permanent Secretary
Ministry of Tourism, International Transport & Maritime Initiatives
3rd Floor
Government Headquarters
Roseau
Commonwealth of Dominica

Having examined the Request for Proposal (RFP), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide uniformed security services at the rate(s) as may be ascertained in accordance with the Cost Proposal attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted and a contract is awarded, to commence and complete delivery of all services specified in accordance with the terms of the contract. We agree to abide by this Proposal for a period of at least ninety (90) days from the Closing Date for submission of Proposals as specified in the RFP, and that it shall remain binding upon us and may be accepted at any time before the expiration of that period. We understand and accept that the Ministry is not bound to accept any Proposal received.

Duly authorised to sign the Proposal for and on behalf of:

Name of Bidding Company:

Name of Representative:

Designation:

Company Address:

Telephone: E-mail:

Signature: Date:

Affix company stamp here

APPENDIX B

RFP2021-10: Provision of Security Services for Moroccan Hotel Technical Proposal Notes:

1. Refer to Section 4 the RFP for guidance on the information required.

2. Expand the rows to accommodate your information.

3. Attach documentation as necessary and indicate such in the relevant sections.

Name of Company:

Type of Company: (please tick one). If Corporation, state date incorporated:

☐ Sole Proprietor ☐ Partnership ☐ Corporation __ __/_____/__ __

Name of Representative: Official Capacity:

Company Address: Tel:

E-mail:

Fax:

Company Profile:

Management Approach:

Personnel Selection Process:

Training and Retention Programmes (including annual retraining and recertification):

Total Quality Management Programme:

Financials or letter from banker in lieu of financial statements

Power of Attorney (if applicable)

Additional Information or Differentiating Factors not addressed in the RFP

Please list at least three current corporate clients for whom you have provided similar services over the past five (5) years.

Company Name Address Contact Person Contact Number

Note that written references are also required.

Authorised Signature: _____ Date: _____

APPENDIX C

RFP2021-10: Provision of Security Services for Moroccan Hotel Cost Proposal

(Please refer to Section 4.3 of the RFP)

Company Name: _____

Please indicate below, the proposed rates for provision of the services.

Rate Per Hour Unarmed Officer

Regular Day / Public Holiday

Complement of officers and number of shifts

Total weekly, monthly and annual Hours/Day hours and cost

Total cost per year

Authorised Signature: _____ _____ Date: _____