

REQUEST FOR PROPOSAL

for

The provision of Security Services

for

The Occupational Safety and Health Agency



March 2023

TABLE OF CONTENTS

1. INFORMATION	3
2. PURPOSE OF THIS DOCUMENT	4
3. ABOUT OSHA.....	5
4. GENERAL INSTRUCTIONS TO BIDDERS	6
5. TERMS AND CONDITIONS OF CONTRACT	8
6. SPECIAL CONDITIONS OF CONTRACT.....	10
7. SCOPE OF WORK (“SOW”)	11
8. WARRANTY, SUPPORT AND MAINTENANCE (SERVICE LEVEL AGREEMENT). 15	
9. FORM OF PROPOSAL (SUBMISSION FRAMEWORK)	15
10. PROPOSAL EVALUATION.....	16
11. QUESTIONS	17
12. SUBMISSION OF PROPOSALS	17
FORM OF TENDER	18

1. INFORMATION

Title:	Provision of Security Services
Host Agency:	Occupational Safety and Health Agency
Contacts:	Purchasing Officer – susan.patoir@osha.gov.tt
Supervisors:	Administrative Services Supervisor – simone.griffith@osha.gov.tt
Contract Type:	Fixed Bid
Duration:	Implementation Timeframe as per Proposal
Expected Starting Date:	May/June 2023

2. PURPOSE OF THIS DOCUMENT

The Occupational Safety and Health Agency (hereafter referred to as the “OSH Agency”) has acquired **Western Corner of Eastern Main Road and St. John’s Road, St. Augustine** as one of its official buildings. The OSH Agency is overseeing the planning and execution of all activities involved in the relocation of some staff to this location.

As such, to deliver on this relocation exercise the OSH Agency is seeking suitably qualified vendors for submission of proposals for **the provision of security services**.

This document outlines the **specific requirements** of the OSH Agency to vendors making submissions with respect to this Request for Proposal (“RFP”). It also details the **required information** from vendors when submitting proposals and the **order** and **format** in which proposals **must** be submitted.

Adhering **to the information and format** outlined in this document ensures that there is a more objective evaluation process.

NB: Bidders are advised to carefully read all instructions when completing their proposals to ensure their submission is given positive consideration by the Evaluation Committee.

3. ABOUT OSHA

The Occupational Safety and Health Authority and Agency (“OSHA”), officially established in 2004, replaces the former Factories Inspectorate of the Ministry of Labour (MoL). Whereas the Occupational Safety and Health Authority (“OSH Authority”) has the primary function of policy formulation, the Occupational Safety and Health Agency (“OSH Agency”) is responsible for the implementation and execution of those policies. The OSH Authority is a multi-stakeholder advisory body to the Ministry of Labour (“MoL”). The core task of the OSH Authority is to ensure compliance with the OSH Act Chapter 88:08, to promote training and research, provide information and to develop Regulations and Approved Codes of Practice.

OSHA’s purpose is to ensure that industrial establishments, in the private and public sectors, manage occupational safety, health, welfare and their associated risks in the workplace in accordance with the OSH Act Chapter 88:08. Currently its Head Office is located at # 9 Alexandra Street, St Clair, Port of Spain, with sub-offices in Port of Spain, San Fernando and Tobago. The Inspectorate is the enforcement arm of the OSH Agency.

OSHA is vested with legal powers via its Inspectors to access all industrial establishments, acquire any information needed to carry out investigations and to use its legal intervention powers.

OSHA uses its powers to promote compliance with the OSH Act Chapter 88:08 such as through the issuance of Improvement and Prohibition Notices. Some of OSHA’s activities include raising public awareness, the involvement and sensitisation of tripartite partners and other stakeholders towards fostering a preventative safety and health culture in Trinidad and Tobago.

Please visit www.osha.gov.tt to learn more about us.

4. GENERAL INSTRUCTIONS TO BIDDERS

The Bidder has to demonstrate that it has the competency to execute security services and also trained staff with proven experience to undertake the requisite work.

Alterations or deletions in any offer made shall be initialled by the person making the offer or in the case of a company, partnership or firm by a duly authorized officer or employee of such company, partnership or firm.

The following section provides general information regarding the administrative requirements in responding to this RFP.

4.1. STATUS OF THE ENTITY

The bidder must be a legal entity with which the Agency is able to contract. The bid response must describe and provide evidence of the legal status of the bidder including but not limited to the Certificate of Incorporation as required by the Companies Act 1995 Chapter 81:01. It must also include a Certificate from the Commissioner of Inland Revenue to the effect that the person, company, partnership or business firm has, to the satisfaction of the Commissioner, complied with the provisions of and discharged his or its obligations under the Income Tax Act Chapter 75:01 and the Value Added Tax Act, No. 37 of 1989. In addition a Compliance Certificate is required from the National Insurance Board.

4.2. USER AND DISCLOSURE OF INFORMATION

The issuance of this document shall not, in any way, cause the OSHA to incur any liability, financial or otherwise. The OSHA assumes no obligation to reimburse or in any way compensate bidders who respond to this document, and reserves the right to use the information submitted in response to this document in any manner deemed appropriate. The OSHA will honour a bidder's request for confidential treatment of certain identified data submitted as part of its proposal.

4.3. REJECTION OF PROPOSALS

OSHA reserves the right to reject any or all proposals without incurring any legal or financial liability whatsoever.

4.3.1. ADDENDA TO THE RFP DOCUMENT

If it becomes necessary to revise any part of this RFP document prior to the submission deadline, addenda will be provided to all firms that received the initial RFP document.

4.3.2. ACKNOWLEDGEMENT OF ADDENDA TO THE RFP DOCUMENT

Receipt of an amendment to this Tender Document by a Bidder must be acknowledged either:

- By signing and returning the amendment or
- By letter or fax
- By email to susan.patior@osha.gov.tt

Such acknowledgement must be received prior to the hour and date specified for receipt of Bids.

4.4. PROPOSAL VALIDITY DATE

Bidders **proposals must be binding for at least 90 days** following the proposal due date. OSHA will make its best efforts to award a contract within this period.

4.5. COMMENCEMENT OF SERVICES

The selected bidder will be obliged to commence the services under the contract immediately following the signing of the contract.

4.6. OPENING OF PROPOSALS

There will be a public opening shortly after the closing time on the date indicated in the Tender Notice. A representative of the Firm may be present at the time of opening.

4.7. RIGHT TO CANCEL TENDER

The OSHA is entitled to cancel this RFP at any time by notice issued to bidders without liability for any loss, damage, cost or expense incurred or suffered by bidders as a result of that cancellation.

4.8. RIGHT TO ACCEPT PROPOSALS

No contractual or other legal obligations between the OSHA and any other person can or will be created except in a written contract executed by authorised signatories of OSHA.

5. TERMS AND CONDITIONS OF CONTRACT

5.1 QUALITY OF SERVICES

For evaluation purposes the bidder must clearly and sufficiently detail how their bid meets all of the tender requirements and the project management approach to deliver the scope of works identified below. There must be clear identification of distinct phases with deliverables/output for each.

5.2 OPERATIONAL TRAINING

Vendor to provide any necessary training to OSHA Staff as required.

5.3 COMPLETENESS OF CONTRACT

The contract will be deemed as incomplete if any component of the scope of works is not delivered, or is delivered but not installed and /or not operational or not acceptable to OSHA after acceptance testing / examination.

In such an event, the objectives of the RFP will be termed as incomplete and it will not be accepted and the warranty period will not commence. If in OSHA's view, the level of completeness is not deemed significant, OSHA may work with the supplier within an agreed timeframe to bring to a level of satisfactory completeness. Failing which clause 5.5 would apply.

The service rendered will be accepted after complete commissioning, testing and satisfactory functioning of the service. The warranty period will commence only on acceptance (based on acceptance test) of service.

5.4 LIQUIDATED DAMAGES FOR DELAYED SUPPLY

If the bidder fails to deliver on the services or does not perform the services within the time period(s) specified in the contract, the OSHA may, without prejudice to its other remedies under the contract, deduct from the Payable Amount, as liquidated damages, a sum equivalent to 5 percent of the payable amount for each week or part thereof during which the delivery of such service may be delayed subject to a maximum limit of 10 percent of the stipulated price of the service so undelivered. Failing which clause 5.5 would apply.

5.5 ORDER (SERVICE) CANCELLATION

Notwithstanding any clause to the contrary, the OSHA also reserves the right to cancel the order in the event of one or more of the following circumstances:

- a. Serious discrepancy in security services required noticed during the inspection, if any.
- b. Delay in delivery beyond a period of 14 days from the date of purchase order.
- c. Breach by the supplier of any of the terms and conditions of the tender.
- d. If the supplier goes into liquidation voluntarily or otherwise.

5.6 PAYMENT TERMS

The prices inserted shall be deemed to include payment of all duties, charges, taxes and the like, for the provision of all services.

Payment will be made by OSHA within **90** days from the date of receipt of product with inspection/test reports.

5.7 WARRANTY

The supplier must supply at minimum a warranty period as indicated in the scope of works.

5.8 RESOLUTION OF DISPUTES

OSHA and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between the under or in connection with the contract.

5.9 TEXT TO BE DEFINITIVE

No alterations, additions to modifications to the text of the specifications is to be made by the bidders as this will not be recognized or taken into account and could lead to a disqualification of their proposal. If the bidder wishes to make an observation as to the printed text in connection with the RFP document, such observations shall form the subject of a separate letter to accompany his/her proposal submission.

5.10 NOTIFICATION OF AWARD

The OSHA will notify the successful bidder when his/her proposal has been accepted.

6. SPECIAL CONDITIONS OF CONTRACT

6.1 TRANSMITTAL LETTER

Each bidder must provide a transmittal letter on a company letterhead signed by a duly authorised officer of the company, who can be contacted in the event of escalated matters concerning the content of the proposal and or execution.

6.2 EXPERIENCE OF BIDDER

Each bidder must provide brief information on the structure and organisation of the firm.

This section must also summarize the bidder's past experience in undertaking similar projects, and there must be a description (experience) of similar projects undertaken within the last four years (at least 3). The background, capabilities, deliverables and costs associated with **completed projects** should be provided.

6.3 HEALTH AND SAFETY RELATED DOCUMENTATION

Each bidder **must** provide the following documents:

- a. Health, Safety and Environment (HSE) Policy Manual.
- b. Risk Assessment for tasks to be completed.
- c. Standard Operating Procedures (SOPs) for tasks to be completed (where applicable).
- d. Emergency Response Plan (ERP).
- e. Accident/Incident Reporting Procedure.
- f. Personal Protective Equipment (PPE) Policy.
- g. Applicable Training/Competency Records for Relevant Employees and Supervisor.
- h. List of chemicals to be used and their respective Material Safety Data Sheet (where applicable).

7. SCOPE OF WORK (“SOW”)

Vendors responding to this RFP are required to propose a solution based on the following scope:

Description

This request for proposal is to engage a Firm/Company to undertake Security Services at OSHA’s office located at the Western Corner of the Eastern Main Road (EMR) and St. John’s Road, St. Augustine. This service is a vital part of the daily operations of the Agency.

In general, the Security Guards receive supervision from Administrative Services Supervisor of OSHA while protecting the Agency’s staff, stakeholders, materials, furniture, equipment and premises; circulates throughout the public areas of the Agency in order to maintain an orderly atmosphere. The security firm responding to this Request for Proposal (RFP) would be required to provide security services as follows:

Detailed Needs

Monday to Friday, except public holidays

- Number of Officers at 6AM – 6PM: Four (4)
 - Two situated in the car park areas (unarmed)
 - Two situated at the ground floor (1 armed and 1 unarmed)

- Number of Officers at 6PM – 6AM: Two (2)
 - Two situated at the ground floor (1 armed and 1 unarmed)

Weekends and public holidays

- Number of Officers at 6AM – 6PM: Two (2)
 - Two situated at the ground floor (1 armed and 1 unarmed)

- Number of Officers at 6PM – 6AM: Two (2)
 - Two situated at the ground floor (1 armed and 1 unarmed)

Security Guard Service Hours and Days:

- 24 hours, 7 days per week

1. Equipment

One (1) hand held scanner to be provided.

2. Uniforms:

The security guards shall wear a distinctive uniform that is professional and that clearly creates the appearance that the individuals' function is security. Shoes must be polished at all time, uniform clean, ironed and worn in a meticulous and professional manner. Any garments worn to adjust to the climate (example: a jacket must not hide the security guard markings of the uniform).

3. Communication:

The guards shall carry a working cell phone. The cell phone is to report emergencies to the Trinidad and Tobago Police Service. The cell phone number must be made available to the Agency's staff in order that the security guard is immediately alerted of problems in one area while patrolling another area. The security guards must contact the Agency's Administrative Services Supervisor if there is a problem in meeting the security guard coverage. The successful vendor is responsible for finding a replacement.

In the building: Ground floor:

4. Gate/Entry Duty and Entrance Control

- a. Report for duty at 15 minutes before the start of their shift
- b. Assume a position in the security booth/reception area
- c. To ensure the protection of fixed assets and to prevent the illegal removal of equipment and materials
- d. To prevent unauthorised equipment and material from being brought into the area
- e. Screen all persons seeking access on to the compound
- f. Ensure a person is verified by requesting them to produce their ID before allowing them to proceed into the compound
- g. Verify persons: employees and visitors accessing the compound (see (e) and (f) above)
- h. Record all visitors entering and exiting the compound in the attendance register
- i. Log the following for all visitors: Name, arrival and departure times and who they are visiting
- j. Direct the visitor to the receptionist
- k. Restrict unauthorised persons from gaining access to the compound
- l. Once such instruction is given the officer is to record said information and whose authority in the Post Diary
- m. Record all persons entering and exiting the compound after normal working hours in the Post Diary
- n. Keep the gate closed when not being utilised
- o. Ensure that staff and visitors comply with the parking policy (reverse parking / parallel parking, etc)
- p. Monitor the movements of all persons on the compound

- q. Prevent unauthorised persons from entering the compound
- r. Ensure all registers and log books are properly written up and maintained on a daily basis

5. Patrol Duty

(6AM-6PM Shift):

- a. Report for duty 15 minutes before the start of their patrol
- b. Upon arriving at the location the officer will conduct a patrol of the compound to ensure there were no breaches of security
- c. Conduct frequent patrols of the premises
- d. Ensure the OSHA vehicles in the car park are secured
- e. Log all patrols in the Post Diary
- f. Ensure the gates remain closed unless to grant access to authorised persons
- g. Conduct a patrol at closing, to ensure that the building is secured; all doors and windows are locked
- h. During patrols pay particular attention to the perimeter wall/fence for breaches and report any security concerns to the Facilities Manager (Facilities personnel responsible)

(6PM-6AM Shift):

- i. Report for duty 15 minutes before the start of their patrol
- j. Upon arriving at the location the officer must conduct a patrol of the compound to ensure there were no breaches to security
- k. Conduct frequent patrols of the premises
- l. Ensure the OSHA vehicles in the car park are secured during the night
- m. Log all patrols in the Post Diary
- n. Ensure the gates remains closed unless to grant access to authorised vehicles
- o. Report any irregularities discovered to the Facilities Manager (Facilities personnel responsible)

6. Surveillance and Electronic Monitoring:

- a. CCTV monitoring
- b. Manual Scanner

7. Investigations of Security Incidents:

- a. To conduct thorough investigations into all incidents and/or reports of theft, loss or damage to property
- b. To review facility incident reports
- c. To inform the client of all major incidents and/or reports of theft, loss or damage to property
- d. To contact and/or make report(s) to the protective services and to identify any potential problems at the facility

8. Keys and Access Control:

- a. To ensure safety of keys under Security's control
- b. To maintain in proper order the key register (movement of keys, etc.)
- c. To ensure that keys are not given/handed out to persons who are not authorised to collect

9. Searches:

- a. Search visitors vehicles entering and exiting the compound
- b. Searches are to be conducted in the following areas: front and rear seats, trunk cabin
- c. Seeking the assistance of the driver if there are any bags that must be opened

10. Emergency Procedure:

- a. The client's emergency procedure policy shall guide the officer/s in the unlikely event of an emergency
- b. The officer is expected to play an active part in the client's onsite emergency practice drills
- c. In the unlikely event of an emergency the officer shall be able to furnish the emergency services personnel with an accurate headcount of persons on the compound
- d. In the unlikely event of an emergency the officer will take a lead role in assisting staff members and visitors. However, they will take their directives from the emergency services personnel on their arrival at the facility

8. WARRANTY, SUPPORT AND MAINTENANCE (SERVICE LEVEL AGREEMENT)

As identified by Vendor.

9. FORM OF PROPOSAL (SUBMISSION FRAMEWORK)

Proposals **must** consist of the following information **as ordered**, to be **positively** considered:

Thus this format **must be followed** in your submission with **section headings** as indicated below, 1-10:

SECTION HEADINGS

1. Firm/Company Introduction
2. OSHA's Requirements:
 - a. HSE Related Documentation. Refer to Section 6.3 above!
Statutory Requirements
 - b. Certificate of Incorporation.
 - c. **Valid Income Tax** and **Value Added Tax Clearance Certificates** issued by the Board of Inland Revenue and dated not more than six (6) months prior to the closing date of Tender.
 - d. N.I.B. Certificate- Certificate of Compliance issued in accordance with the National Insurance Act.
3. Statement of interest in the Project:
 - a. Bidder Representative - Identification of the point of contact for this RFP process with telephone number and email address.
 - b. Transmittal Letter - Signature of a duly authorized principal.
4. Experience of Firm/Company:
 - a. Description (experience) of similar projects within the last four years (at least 3).
 - b. Copies of the last three (3) annual returns filed.
5. Financial Statements for the last three (3) years.
6. Description of the details on how the bid meets all of the tender requirements and/or project management approach to executing the project to deliver on the SOW.
7. Implementation Timeframe as evident by a project schedule.
8. Warranty, Support and Maintenance Solution.
9. A detail pricing structure for the project.
10. Form of Tender. Refer to Section 13 below!

NB: All pages must be numbered consecutively.

10. PROPOSAL EVALUATION

The following outlines the selection process and criteria:

1. Vendors **must pass OSHA's Requirements** (Section 9, 2 a – d above) via submission and **must follow the stated format (as indicated by the Section Headings)**, to be further considered.
2. The following evaluation methodology **will then** be used in selecting the preferred supplier:

Criteria	Description	Points
Adherence to Scope of Works	Assessment of the solution as per the Scope of Works	25
Details of meeting the requirements	Assessment of appropriateness of the bidder's approach/methodology in meeting the scope of works	35
Experience of Firm/Company	Assessment of at least three (3) similar projects completed within the last four (4) years	20
Financial Capability	Assessment of financial position as per financial statements	20
		100

Bid prices will be evaluated comparatively.

11. QUESTIONS

Please address questions concerning this RFP to Susan Patoir via email, susan.patoir@osha.gov.tt

Please reference the RFP in the subject line with the headline **“RFP Questions re Security Services**

12. SUBMISSION OF PROPOSALS

Proposals should be submitted to Agency in sealed envelopes clearly marked:

“RFP Security Services”

And addressed to:

**Chairman
Finance and Tenders Committee
OSHA
#9 Alexandra Street, St. Clair
Port of Spain**

The **original** proposal plus **four (4) copies** must be delivered to the stated address.

As indicated in the Tender Notice the Submission deadline: Wednesday 19th April, 2023.

NB: This Request for Proposal may be cancelled by OSHA at any time without prejudice or cost to any of the bidders

FORM OF TENDER

Chairman
Finance and Tenders Committee
Occupational Safety and Health Agency
#9 Alexandra Street, St. Clair
Port of Spain

Sir,

Re: PROVISION OF SECURITY SERVICES

I/We of having examined the specifications issued by the Occupational Safety and Health Agency do hereby offer to provide Security Services for the OSH Agency in accordance with the works described in these document for the sum of

.....
.....(T&T\$.....) plus
.....
.....(T&T\$.....) V.A.T. Trinidad
and Tobago currency, or such other sum as may be ascertained in accordance with the said
conditions.

I/We agree to provide Security Services for the Agency in accordance with this specification to the entire satisfaction of the Chairman, Finance and Tenders Committee, Occupational Safety and Health Authority, #9 Alexandra Street, St. Clair, Port of Spain within a period of
..... weeks calculated from the date of letter of award.

It is understood that the Government of Trinidad and Tobago does not bind itself to accept the lowest or any Tender, or to be responsible for any expense incurred in estimating any tender received, and that this offer will be open for acceptance for a period of nine (90) days.

Signature

..... in the capacity of
.....Duly authorised to sign tenders for and on
behalf of

(IN BLOCK LETTERS)

Address

Date

FORM OF TENDER (CONT'D)

In the event of the above being accepted. I/We agree to become bound to the Government of Trinidad and Tobago in the sum of _____ of the Contract Sum for the performance of the Contract.

Address:
.....
.....
.....

.....

Signature of Surety

Date: