CARIBBEAN EXAMINATIONS COUNCIL

REQUEST FOR PROPOSALS

FOR THE PROVISION OF

SECURITY SERVICES FOR CXC®

Proposals Due: 15 April 2016 by 4:00 pm

Issue Date: 14 March 2016
1.0 SUMMARY

Caribbean Examinations Council (CXC®) is seeking proposals from qualified service providers to supply uniformed security services for its premises at Prince Road, Pine Plantation Road, St Michael, and for the facilities it uses for marking during the months of June through August.

This document is not a contract therefore CXC has no legal obligation whatsoever to any Bidder until a formal agreement has been executed. It is a Request for Proposals (RFP) for the 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 CXC to accept responses from any service provider.

CXC 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 CXC’s 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 unbeneﬁcial due to pricing or other business reason, CXC 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.

The anticipated schedule of events, subject to change at CXC’s discretion, is as follows:

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>RFP issue date</td>
<td>14 March 2016</td>
</tr>
<tr>
<td>Deadline for submission of requests</td>
<td>8 April 2016</td>
</tr>
<tr>
<td>for clarification by the bidder</td>
<td></td>
</tr>
<tr>
<td>Closing date for submission of proposals</td>
<td>15 April 2016</td>
</tr>
<tr>
<td>Proposal validity period</td>
<td>90 days after date of submission of proposal</td>
</tr>
<tr>
<td>Opening and evaluation of proposals</td>
<td>Week of 18 April 2016</td>
</tr>
<tr>
<td>Notification of results</td>
<td>Week of 2 May 2016</td>
</tr>
</tbody>
</table>
CXC is not obligated to accept the 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 ABOUT CXC

CXC was established by Agreement among English-speaking countries of the Caribbean in 1972 and its mission is to provide the Caribbean region with syllabuses of the highest quality; valid and reliable examinations and certificates of international repute for students of all ages, abilities and interests; services to educational institutions in the development of syllabuses, examinations, and examination administration, in the most cost-effective way.

There are 16 Participating Territories (Anguilla, Antigua and Barbuda, Barbados, Belize, British Virgin Islands, Cayman Islands, Dominica, Grenada, Guyana, Jamaica, Montserrat, St Kitts-Nevis, St Lucia, St Vincent and the Grenadines, Trinidad and Tobago and the Turks and Caicos Islands), and three External Territories (Saba, St Maarten and Suriname).

CXC has offices in Barbados (Headquarters) and in Jamaica (Western Zone Office), and these operations are managed by the Registrar and the Pro-Registrar respectively with support from senior managers. The Units/Divisions at CXC are: The Registrar’s Office, Examinations Administration and Security, Examinations Development and Production, Information Systems, Human Resource, Finance and Office Management, Corporate Services and Quality Assurance.

CXC offers the following examinations: Caribbean Advanced Proficiency Examination (CAPE)* for candidates in sixth form and community colleges; Caribbean Secondary Education Certificate (CSEC)* at the General and Technical proficiencies; the Caribbean Certificate of Secondary Level Competence (CCSLC)*, a qualification designed to cater for the requirements of CXC Participating Territories as they respond to the need for universal secondary education; the Caribbean Vocational Qualification (CVQ), a competency-based approach to training, assessment and certification; and the Caribbean Primary Exit Assessment (CPEA), a competency-based assessment of achievement at the primary level.

CXC’s Strategic Objectives for the years, 2015 - 2020, are as follows:

1. To strengthen our business model through diversification of our examinations and services portfolio, segment profile and geographic markets.

2. To secure financial stability through sustainable revenue growth; increased efficiency and expense management.

3. To deliver an enhanced stakeholder experience through investment in the right people, consistent use of technology and adherence to quality standards.

For further information on CXC, please visit www.cxc.org.
3.0 TERMS OF REFERENCE

Resource Requirements

The Bidder shall provide unarmed uniformed security services in and around the CXC Headquarters building at Prince Road, Pine Plantation Road, St Michael, on a 24-hour, 7 days-a-week basis, and other unarmed and armed services on an as-needed basis.

The security personnel furnished by the Bidder will be required to provide a combination of services in accordance with CXC’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;
- collecting cash from CXC’s bankers, The Bank of Nova Scotia, Broad Street Branch, twice weekly between the hours of 10:00 a.m. and 1:00 p.m. and on other days and times as required, and securely transporting same to Prince Road, Pine Plantation Road, St Michael, and other locations as instructed.

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 management of CXC prior to the commencement of the 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:

1. ensure hiring, training and administration of competent, motivated and professional employees that meet or exceed CXC’s standards;

2. 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.
3. agree to replace, whenever required to do so by the CXC, any employee considered by the CXC to be unsatisfactory or undesirable for the CXC, within the limits of any applicable laws.

4. respond as necessary to accommodate additional duty hours as may be requested.

5. 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.

6. administer all cost accounting and billing relative to this RFP.

7. propose the invoicing frequency and procedures.

8. 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 CXC 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. CXC 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 project. Indicate by position or title the person who will have overall responsibility for the CXC’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 an international/regional 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 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 CXC. 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 Barbados dollars (BDS$) and should be provided in the format as per the template in Appendix C. Note that Value Added Tax at the rate of 17.5 per cent 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 along with the Proposals:

1. Evidence of registration with the Ministry of Defense and Security – a valid licence.
2. Evidence of company registration with the Corporate Affairs and Intellectual Property Office.
3. Evidence of NCC Registration under the category, Safety and Security Services.

Automatic Exclusion: Proposals shall be automatically excluded for any of the following 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 bankruptcy;
- failure to pay taxes;
- grave professional misconduct by the business and/or any member of its management team;
- conviction of the business and/or its management team of an offence concerning professional conduct.

6.0 SUBMISSION OF PROPOSALS

All Proposals must reach CXC by the Closing Date indicated at Section 6.3 and must be submitted electronically to: tenders@cxc.org. A hard copy should also be delivered to CXC’s office 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: tenders@cxc.org with the subject line: RFP2016-01: Provision of Security Services for CXC. 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 CXC® – [Name of 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:

  **RFP2016-01: Provision of Security Services for CXC**

  The Registrar
  Caribbean Examinations Council
  Prince Road
  Pine Plantation Road
  ST MICHAEL BB11091

  Hand-delivered proposals should be deposited in the tender box located in the lobby/reception area of the CXC building 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 **4:00 pm on 15 April 2016**. However, CXC may at its own discretion extend the deadline for submission of Proposals and any addenda or extended deadlines so issued shall form part of the RFP documents and are binding on the Bidder.

6.4 Late Proposals

Proposals submitted after the specified time and date will be rejected.

6.5 Amendment of RFP

At any time prior to the deadline for submission of Proposals, CXC may, whether in response to a clarification request or for any other reason, amend the tender documents by issuing an addendum.
6.6 Modification and Withdrawal of Proposals

No Proposal may be modified subsequent to the deadline for submission of Proposals neither may it be withdrawn in the interval between the deadline for submission of Proposals and the expiration of the Proposal Validity Period as specified in Clauses 6.3 and 6.9 – Closing Date and Tender Validity Period – respectively. However, the Bidder may withdraw its Proposal after it has been submitted provided that written notice of the withdrawal is received by CXC prior to the deadline prescribed for submission of Proposals. The Bidder’s withdrawal notice shall be prepared, sealed, marked, and dispatched by the Closing Date.

6.7 Clarification of Request for Proposal

All enquiries must be directed in writing to the Registrar, Caribbean Examinations Council, at the address above or by e-mail to: tenders@cxc.org on or before 8 April 2016 and must include the RFP reference – RFP2016-01: Provision of Security Services for CXC. 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 CXC 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 CXC on the grounds that it is non-responsive.

In exceptional circumstances, CXC 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

The CXC Procurement Committee shall open Envelopes C and A during the week of 18 April 2016 at the address stated above. However, CXC 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 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 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. CXC’s 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 by 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 CXC.

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

A contract may be awarded to the Bidder achieving the highest combined score. However, CXC 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

CXC 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, CXC 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. CXC is not obligated to award any contract as a result of this RFP.

7.10 Notification of Results

CXC 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, CXC will notify the other Bidders that their bids have been unsuccessful. CXC will not be obligated to provide any details on the reason for non-selection or rejection of unsuccessful proposals.
APPENDIX A

RFP2016-01: Provision of Security Services for CXC
 Acknowledgement Form

To: The Registrar
Caribbean Examinations Council
Prince Road, Pine Plantation Road
St Michael BB11091

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 CXC 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: _________________________________
APPENDIX B

RFP2016-01: Provision of Security Services for CXC
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.

<table>
<thead>
<tr>
<th>Name of Company:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Company: (please tick one). If Corporation, state date incorporated:</td>
</tr>
<tr>
<td>☐ Sole Proprietor</td>
</tr>
<tr>
<td>Name of Representative:</td>
</tr>
<tr>
<td>Company Address:</td>
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<tr>
<td>Tel:</td>
</tr>
<tr>
<td>E-mail:</td>
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<tr>
<td>Fax:</td>
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</table>

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 years.

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Address</th>
<th>Contact Person</th>
<th>Contact Number</th>
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<tbody>
<tr>
<td></td>
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Note that written references are also required.

Authorised Signature: ___________________________ Date: __________________

Page 13 of 14
APPENDIX C

RFP2016-01: Provision of Security Services for CXC
Cost Proposal

(Please refer to Section 4.3 of the RFP)

Company Name: ____________________________________________

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

<table>
<thead>
<tr>
<th>Rate Per Hour</th>
<th>Unarmed Officer</th>
<th>Armed Officer (Cash in Transit)</th>
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<tbody>
<tr>
<td>Regular Day</td>
<td></td>
<td></td>
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<tr>
<td>Public Holiday</td>
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</tbody>
</table>

Provision of Security Services at CXC Headquarters Building

<table>
<thead>
<tr>
<th>Security Complement</th>
<th>Total Hours/Day (Regular)</th>
<th>Total Hours/Week (Regular)</th>
<th>Annual Hours</th>
<th>Annual Cost</th>
<th>Total Annual Cost (BDSS)</th>
</tr>
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<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Regular</td>
<td>Public Holidays</td>
<td>Regular</td>
</tr>
<tr>
<td>2 Unarmed Officers (Mon – Sat)</td>
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<td></td>
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<td></td>
<td></td>
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<tr>
<td>1 Unarmed Officer (Sun)</td>
<td></td>
<td></td>
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</tr>
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</table>

Authorised Signature: ________________________ Date: ________________________