



## THE URBAN DEVELOPMENT CORPORATION OF TRINIDAD AND TOBAGO LIMITED (UDeCOTT)

# REQUEST FOR PROPOSALS FOR HANDYMAN MAINTENANCE SERVICES FOR ONE (1) YEAR FOR COMMERCIAL BUSINESS DEVELOPMENT FACILITIES

The Urban Development Corporation of Trinidad and Tobago Limited, (UDeCOTT) invites suitably qualified and experienced entities to submit proposals for **HANDYMAN MAINTENANCE SERVICES FOR ONE (1) YEAR FOR COMMERCIAL BUSINESS DEVELOPMENT FACILITIES**.

In accordance with the Public Procurement and Disposal of Public Property Act, 2015 (as amended), suppliers of goods, works and services, interested in conducting business with UDeCOTT must be registered on the OPR Procurement Depository. The relevant guidelines for registration can be found on the OPR website via <https://oprtd.org/procurement-depository/>. Therefore, UDeCOTT is inviting suitably qualified suppliers to register and apply for pre-qualification in the OPR's Procurement Depository for the following:

Line of Business Code: 72101501- Handyman Services.

### **INSTRUCTIONS FOR ACCESSING REQUEST FOR PROPOSAL (RFP) PACKAGE**

The tender process for this project will be conducted via UDeCOTT's E-Tender System. To register or access the E-Tender System go to <https://udecott.etenderworld.tt/login.php>.

Should you encounter any technical difficulties in accessing or using the system, you are to immediately contact our IT Helpdesk at 225-4004 ext. 206 or [etenderhelpdesk@udecott.com](mailto:etenderhelpdesk@udecott.com), carbon copying the Secretary of the Tenders Committee at [tendersecretary@udecott.com](mailto:tendersecretary@udecott.com).

### **INFORMATION SESSION AND SITE VISIT**

An **Online Information Session** will be held via **Microsoft Teams** on **Thursday October 12, 2023 at 11:00 a.m.** A **Site Visit** will be held on **Friday October 13, 2023 at 10:00 a.m.** starting at Government Plaza Parkade – Corner Richmond and Queen Streets, Port of Spain. Interested parties are kindly asked to confirm their availability, together with the **names and preferred email addresses** of their representatives who will be in attendance, via email to [tenders@udecott.com](mailto:tenders@udecott.com).

Please visit our website at [udecott.com](http://udecott.com) for further details and updates.

**SUBMISSION**

Proponents are advised that submissions must include ALL the documents as set forth in the RFP and must be in accordance with the terms therein.

**Failure to do so may result in disqualification.**

The deadline date for submissions is **November 2, 2023 at 2:00 p.m. (AST).**

Additional information may be requested through email forwarded to the attention of **The Office of the Chief Procurement Officer** at [tenders@udecott.com](mailto:tenders@udecott.com).

UDeCOTT reserves the right to reject any or all proposals for failure to comply with any mandatory requirements stated in the RFP.

THE OFFICE OF THE CHIEF PROCUREMENT OFFICER

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

### **For The Provision of Handyman Maintenance Services for One (1) Year for Commercial Business Development Facilities**

#### **What is the purpose of this Request for Proposal?**

The purpose of this Request for Proposal is to identify and contract a suitably qualified and experienced contractor with the specialised expertise necessary to undertake the Project.

#### **Are Proponents required to purchase the RFP package?**

There will be no cost for the RFP package.

#### **Are interested parties required to register with the Office of the Procurement Regulator?**

Proponents are advised that in light of the proclamation of the Public Procurement and Disposal of Public Property Act, 2015, all proponent interested in conducting business with UDeCOTT must be registered on the OPR Procurement Depository. The relevant guidelines for registration can be found on the OPR website via <https://oprtd.org/procurement-depository/>. Proponents are required to apply for pre-qualification in the OPR's Procurement Depository for the following:

Line of Business Code: 72101501 – Handyman Services.

#### **What is the Location of the sites?**

- Government Plaza Parkade – Corner Edward and Queen Streets, Port of Spain
- International Waterfront Centre Parkade – 1 Wrightson Road, Port of Spain
- Salvatori Carpark – Corner Frederick Street & Independence Square, Port of Spain
- Government Plaza Courtyard- Corner Richmond and Ajax Streets, Port of Spain
- Maracas Parking Facility- Maracas Beach West- North Coast Road
- Maracas Toilet Facility – Maracas Beach West – North Coast Road

#### **Is it mandatory to attend the site visit and online information session?**

Attendance to the site visit and online information session is **not** mandatory. It does however provide a greater understanding of the requirements of the RFP.

#### **Are there any eligibility requirements for this Procurement Process?**

In order to be eligible for evaluation and/or consideration to provide the Services, Proponents must be able to demonstrate the following:

- Incorporation or otherwise registered to do business in Trinidad and Tobago **prior** to the award of any contract for the provision of the Works, as evidenced by the Certificate of Incorporation or Registration (as applicable),
- Submission of valid statutory clearance/compliance certificates, namely;
  - VAT Clearance Certificate
  - BIR Clearance Certificate
  - NIS Certificate of Compliance

**Are Proponents required to submit a Bid Bond with their Proposals?**

No Bid Bond is not required for this RFP.

**What is the recommended team composition?**

At a minimum, the proposed team should comprise the following:

1. Supervisor (1 No.)
2. Handyman/Skilled Worker (2 No.)
3. General Worker (2 No.)

**Proponents are to note that the responses provided as guidance to these Frequently Asked Questions does not relieve the Proponent of its obligation and responsibility to fulfil and comply with all requirements of the Request for Proposals.**

## **SCOPE OF WORKS**

### **Provision of Handyman Maintenance Services at CBDD Facilities**

#### **A. LOCATIONS**

1. The Contractor is required to provide Handyman & General Contractor Services on an on-call and emergency basis to the following facilities under the purview of The Urban Development Corporation of Trinidad and Tobago Limited (UDeCOTT), for a period of one (1) year:
  - a. Government Plaza Parkade
  - b. Government Plaza Courtyard
  - c. International Waterfront Center Carpark
  - d. Salvatori Car Park
  - e. Edward Street Car Park
  - f. Maracas Car Park
  - g. Maracas Toilet Facility

#### **B. CATEGORIES OF WORK**

2. General Maintenance – services shall include but not be limited to:
  - a. General building maintenance
  - b. Gypsum repairs
  - c. Masonry
  - d. Cleaning and sanitizing of toilets
  - e. Installation of ceiling tiles
  - f. Repairs to doors
  - g. Signage
  - h. General repairs
  - i. Painting
  - j. Yard work
  - k. Transport
  - l. General cleaning
  - m. Power washing
  - n. Welding/Fabrication
  - o. Tile work
  - p. Millwork
  - q. General labor
  - r. Builder's work (masonry, carpentry, plumbing, minor electrical work etc.)
  - s. Landscaping maintenance
  - t. Any other work as directed

#### **C. RESPONSE TIME**

3. The Contractor shall ensure that trained personnel attend to an emergency within two (2) hours of the emergency call. Emergencies that severely affect the operations and occupancy of the premises are considered high priority and repairs must be completed before the next working day.

## SCOPE OF WORKS

### Provision of Handyman Maintenance Services at CBDD Facilities

#### D. INSPECTION AND REPORTS

4. The Contractor shall provide scheduled inspection reports and breakdown reports within two (2) days of the Service.
5. The Contractor shall prepare and submit a daily job ticket (Sample 1 in Appendix) to be signed off each day by the Facilities Coordinator on-site for work performed, which shall include names of employees, hours, tasks performed, materials used and equipment rented.
6. The Contractor's representatives on-site must be able to fill out the job ticket. Note that it is the responsibility of the Contractor to ensure the job tickets are completely and legibly filled out for UDeCOTT staff to review and sign.
7. The daily job tickets are used to verify all labour and material costs that are invoiced.
8. Tickets for works submitted a week after they have been completed will not be signed and will not be paid for.
9. Note the following:
  - a. All Job tickets for the relevant period must be submitted with the Contractor's monthly invoice.
  - b. Works that are not recorded on a job ticket cannot be billed for and will not be paid.
  - c. The VAT exclusive price of all materials and equipment rentals can be marked up by 15%.
  - d. Back up invoices for all materials used must be attached to each ticket when submitted.
  - e. Labour costs cannot be marked up.
  - f. Labour costs will be paid for works/time spent on-site only. Activities off-site, including transport time and procurement cannot be billed for and will not be paid.
  - g. Delivery of materials for use on site cannot be billed for and will not be paid. Only delivery type jobs that are specifically requested by UDeCOTT can be billed for.
  - h. A summary sheet must be attached to the monthly invoice showing breakdowns of labour, material and equipment costs. This is the responsibility of the Contractor and must be submitted.
10. All maintenance activities shall be directed and approved by the Facilities Manager. The Facilities Manager reserves the right to cancel maintenance activities based on the availability, access, exigencies of the client operations.
11. The Facilities Management Division is in the process of implementing a CMMS system. Contractors are required to comply with the requirements as stated in Appendix 1, in anticipation of the implementation of the CMMs system.

## SCOPE OF WORKS

### Provision of Handyman Maintenance Services at CBDD Facilities

#### E. CONTRACTOR RESOURCES

##### 12. Labour

- a. The Contractor shall ensure that his workers are professionally attired with the company logo clearly visible on the breast pocket of his shirt.
- b. The contractor shall ensure that his workers possess company identification cards or other forms of identification, which shall be on their person at all times while on site.
- c. The contractor shall submit a list of names and classes of workers assigned to the Facility before commencement of the Contract.
- d. The Facility Manager/Representative shall discuss the human resource requirement for each task with the Contractor before allocation of such resources.
- e. The Contractor shall have in his employ and utilize in connection with this Contract, only **fully qualified and licensed Tradesmen** and shall comply with all Local Government and Statutory Authorities' requirements and pay any and all fees as appropriate.
- f. The Contractor shall provide resumes of all technical and senior staff to be used on site in their tender submission.
- g. Contractor workers on-site must possess and display the necessary skill to execute the assigned work. The contractor shall replace poorly performing workers with those of a more appropriate and demonstrable skill.

##### 13. Material, Tools and Equipment

- a. The Contractor shall ensure that any and all tools and materials required for the performance of the Services are maintained in its regular inventory and readily accessible to all of his personnel as listed in "Appendix 2 - Table 1: Tools" below at no cost to UDeCOTT. Suggested tools and allowable rentals rates unless stated otherwise are shown in "Appendix 2 - Table 2: Rented Tools" but not limited to this list.
- b. The Contractor shall supply all the necessary materials as new, unopened units and shall further supply all necessary tools, equipment and access aids to allow the safe and prompt execution of the Services.
- c. General equipment will be governed by the Rate Sheet in Appendix 2 - Table 1 and 2 of the Appendix as follows:
  - "Regular Tools/Equipment" as shown in the Table 1 will not be billed for.
  - "Rented Equipment" as shown in Table 2 will be rented at the listed rate.

#### F. WORKING TIME

14. All maintenance work on the system shall be done during normal working hours Monday to Friday where possible with minimum disruption to the client's operations. Planned work can be schedule on any day of the week in accordance with the planned labour rates submitted. Normal working time is defined as between the hours of 7am and 5pm.
15. The Contractor's hours of work shall be the arrival and departure times on site; no payment will be allowed for the designated lunch hour.
16. The Contractor shall report to the UDeCOTT staff on-site before commencing work. The Contractor must not appear on-site and begin work without approval of the UDeCOTT Representative.

## **SCOPE OF WORKS**

### **Provision of Handyman Maintenance Services at CBDD Facilities**

#### **G. RATES AND INVOICING**

17. The rates quoted within shall remain consistent throughout the duration of the contract.
18. The Contractor shall not charge for transportation of workers to site.
19. The Services will be provided at established labor rates to be provided in “**Table 5 - Labour Rate Sheet**” of the Tender Breakdown document and the Contractor shall affix his stated labor rates therein, which shall be used for the purposes and intent of the Contract.
20. Bid proposals shall be evaluated in accordance with criteria as set out in the tender document.
21. The VAT exclusive price of all materials and rented equipment can be marked up by 15%. The Original invoice for the tool/equipment rental from the supplier shall accompany the contractor’s invoice. Labour costs cannot be marked up.
22. Labour costs will be paid for works/time spent on-site only. Activities off-site, including transport time and procurement cannot be billed for and will not be paid.
23. Delivery of materials for use on site cannot be billed for and will not be paid. Only delivery type jobs that are specifically requested by UDeCOTT can be billed for.
24. A summary sheet must be attached to the monthly invoice showing breakdowns of labour, material and equipment costs. This is the responsibility of the Contractor and must be submitted.

#### **H. PERFORMANCE MEASUREMENT**

25. Specific Performance Measures shall include but are not limited to: response time, quality of work, optimal use of human/material resources, competence/technical knowledge of supervisor/workers, and work team professionalism.

#### **I. HSSE**

26. The Contractor shall ensure that the Services conform to all local codes, standards and other applicable codes, as well as the applicable laws of Trinidad and Tobago.
27. The Contractor shall comply with all applicable Laws and regulations regarding safety including but not limited to those contained in the Occupational Safety and Health (Protective Measures) Order, which is or are the approved standards of safety for this Contract and which shall be considered as part of this Contract.
28. The Contractor shall conform to UDeCOTT’s Health and Safety and Environment (HSE) Manual and shall submit its own HSE policy which shall confirm to same.
29. The Contractor shall ensure proper housekeeping is performed at all times and shall use reasonable efforts to keep the site and the premises clear of unnecessary obstruction so as to avoid danger to persons.



## **SCOPE OF WORKS**

### **Provision of Handyman Maintenance Services at CBDD Facilities**

30. The Contractor shall provide its site personnel with personal protective equipment which shall be utilized at all times on-site.
31. The Contractor shall ensure that public safety is maintained and monitored at all times and implement safety measures as may be deemed necessary in the circumstances to include, but not be limited the following:
  - Caution tape and barriers;
  - Hazard cones;
  - Out-of-Order signage;
  - Trip hazard;
  - High visible construction warning signs; and
  - Early warning signs of work zones ahead and/or work areas

#### **J. GENERAL ITEMS**

32. The Contractor shall use all reasonable efforts to keep the site and the premises clear of unnecessary obstruction so as to avoid danger to persons.
33. The Contractor shall not permit the use of alcohol or radios on site, nor shall it permit pets to be brought upon the site or the use of inappropriate language thereon.
34. The Contractor shall indemnify UDeCOTT for any and/or all loss/damage/injury to persons/property, arising out of the neglect/actions/omissions of the Contractor through no fault attributed to UDeCOTT.
35. No parking shall be available on site. The contractor shall be responsible for his own parking arrangement. Parking can be obtained at the Parkade. No reimbursement shall be made for parking.
36. The Contractor must be able to communicate *via* email and other electronic means.
37. Washroom facilities are available for use at the various locations. Arrangements for use of same at each site including remote locations (Maracas, Edward St and Salvatori carparks) shall be discussed with the Facilities Manager/Representative.

# **SCOPE OF WORKS**

## **Provision of Handyman Maintenance Services at CBDD Facilities**

### **APPENDIX 1**

#### **CMMS System Requirements:**

1. For all maintenance work, work order numbers and task sheets with maintenance activities shall be sent via email to the contractor which are to be included in the service reports when the work is executed. Note these maintenance activities are to be included in the contractor's scope of activities when executing the preventive maintenance work.
2. The contractor must be able to receive scheduled work orders and submit quotations via email.
3. For all corrective work identified, the contractor must clearly record same on their service reports and a copy is to be given to UDeCOTT. All corrective work must be estimated and submitted to UDeCOTT to be scheduled. Work order numbers for the corrective work will be sent to the contractor via email which are to be included in their service reports when the works are executed.
4. All corrective work performed will be planned work and must be recorded on a separate service report which shall be invoiced separately. Note: the invoice must contain the Work Order number provided by UDeCOTT.
5. Emergency work or unplanned work shall be executed as needed and in accordance with the rates requested in Appendix 2 – Table 3 below. A Work order number will be assigned and emailed the following day which shall be included in the contractor's service report for the executed work. Note: the emergency work will be invoiced separately and the invoice must contain the Work Order number provided by UDeCOTT.
6. Labour Rates shall be submitted for maintenance work as requested in Appendix 2 – Table 3 below.
7. All completed work being invoiced for must be supported by the contractor's service reports containing UDeCOTT's Work Order numbers. Please note if our Work Order numbers are not included in the contractor's service reports, the invoices will not be processed.
8. When invoicing maintenance work, a summary sheet must be prepared and attached to the invoice together with the other supporting docs such as the job tickets/service reports, bills and delivery notes for each day's work as applicable.
9. A minimum charge of 2 hours based on the labour rates submitted, shall be paid if any planned/scheduled work cannot be executed due to unforeseen circumstances.
10. The contractor can only invoice for work completed with a valid Work Order number.
11. All service reports must be completed and signed off by UDeCOTT's Facilities Assistant/authorized UDeCOTT Representative before leaving the site each day.

## **SCOPE OF WORKS**

### **Provision of Handyman Maintenance Services at CBDD Facilities**

12. The contractor must provide service reports in triplicate: one copy for UDeCOTT, one copy for the contractor records and the original for the contractor to be submitted with the invoice. The service reports must contain the following:
  - a. Description of the work done
  - b. Location where the work was done (as accurate as possible) – building, floor, room
  - c. Equipment number, model number, serial number
  - d. Technician name and class type
  - e. Start and end times of work
  - f. Date the work was done
  - g. Material used
  - h. Equipment rented if applicable
  - i. Corrective work to be done
  - j. Signatures of authorized UDeCOTT Representative and Contractor's technician/representative.