REQUEST FOR PROPOSAL:

CONTRACT SECURITY SERVICES
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1. PREAMBLE

1.1 COPYRIGHT

The contents of this document belong to the copyright owner Angostura Holdings Limited (AHL) and is being issued in confidence only for the purpose for which it is supplied. It must not be reproduced in whole or part or used for tendering purposes except under an agreement or with consent in writing from AHL. No information relating to the contents or subject matter of this document shall be given orally or in writing or communicated in any manner to any third party being an individual, firm or employee without the prior consent in writing of AHL.

1.2 CONFIDENTIALITY

This document constitutes confidential and proprietary information of AHL, and shall not be disclosed in whole or in part by the bidder to any third party, or to any employees of the bidder other than those who have a need to access such information. The information contained therein shall not be duplicated, or used by the bidder for any other purpose than to supply a response to this RFP. This restriction does not limit the bidder’s right to use the information contained therein to obtain information or requirements from another source such as governmental agencies, insurance entities, subcontractors etc. which may be necessary for the submission of a comprehensive proposal to AHL. The bidder however shall exercise a duty of care when exposing such information and ensure that confidentiality is communicated and maintained.

1.3 TERMS & CONDITIONS

For purposes of these clauses, a substantially responsive proposal is one which conforms to all the terms and conditions of the RFP without material deviations.

i. Terms of Issue: The issue of this document by AHL does not constitute an offer to trade and the Company is not bound to conduct business based on any responses to the document. Any subsequent commercial arrangements are subject to contract negotiation and award and such contracts must be issued and agreed upon prior to commencement of business. All commitments are therefore subject to written confirmation from AHL by a duly authorized person.

ii. Content of Proposals: In response to this document, AHL expects all bidders to provide relevant responses to the specific requirements in a concise and comprehensive manner. Any
iii. **Cost of Proposal:** The bidder shall bear all costs associated with the preparation and submission of the proposal; AHL will in no case be responsible or liable for those costs, regardless of the outcome of the solicitation.

iv. **Period of Validity of Proposals:** Proposals shall remain valid for ninety (90) days following the tender closing date. In exceptional circumstances, AHL may solicit an extension of the period of validity which shall be made in writing. A bidder in granting the request will not be allowed to modify the proposal.

v. **Modification and Withdrawal of Proposals:** The bidder may withdraw its proposal after its submission, provided that written notice of the withdrawal is received by AHL prior to the deadline prescribed for submission.

vi. **Request for Clarification of Proposals:** To assist in the evaluation and comparison of proposals, AHL may at its discretion, issue a request for clarification in writing which shall also be responded to in writing. No change in price or content of the proposal shall be sought, offered or permitted.

vii. **Amendment of Solicitation Documents:** At any time prior to the deadline for submission of proposals, AHL may, at its own initiative or in response to a query by a prospective bidder, modify the solicitation documents by amendment. Any amendment will be issued to all persons who received the original RFP. To afford prospective bidders reasonable time in which to take the amendments into account in preparing their proposals, AHL may at its discretion, extend the deadline for the submission of proposals.

viii. **Late Proposals:** Any proposal received by AHL after the deadline date and time for submission will be rejected and not be considered as part of the evaluation process.

ix. **Proposal Rejection:** AHL reserves the right to reject any or all proposals after evaluation. The rejection of proposals will mean that the company has determined that it is in its best interest not to pursue the acquisition of the services. Failure to furnish the required information or to follow the instructions may lead to the Bid being deemed incomplete. Under such circumstances the Bid may be rejected. AHL will not be liable to affected Respondents for any cost incurred as a result of this decision. AHL will also have no obligations to affected Respondents to disclose the grounds for any decisions of this nature.
x. **Notification of Award:** Bidders of successful proposals will receive written notification of award of the contract and unsuccessful bidders shall also receive written notification of the non-acceptance of their proposals. The Company is not obligated to select the lowest Bidder.

xi. **Contract Negotiation:** The supplier must be prepared to immediately begin contract negotiations upon notification of the award. If the supplier is not able to begin contract negotiations, AHL reserves the right to begin negotiations with other suppliers who submitted bids as a part of the process. AHL also reserves the right to negotiate the contract to include any portion or portions of the scope of work as it deems necessary to meet the current requirements of the business. Should the supplier for any reason be unable to finalize or perform the contract, AHL reserves the right to enter into contract with another supplier for the provision of the goods or service.

xii. **Contract Participation:** The supplier of the winning proposal will be offered the opportunity to enter into an agreement with AHL, which shall be in substantial conformance with:
- AHL’s standard contract terms and conditions
- The scope of work and specifications described in this RFP
- The proposal submitted by the supplier
- Agreed key performance indicators or service level agreements

xiii. **Proposal currency:** All prices shall be quoted in Trinidad and Tobago Dollars (TTD) with applicable Value Added Tax (VAT) clearly identified.

xiv. **Adherence to Policy:** Employees of the selected supplier/s will be required to adhere to AHL’s HSE, Security, Procurement and other polices during the period of their engagement.

### 2.0 INTRODUCTION

Angostura Holdings Limited is currently seeking the submission of bids for **CONTRACTED SECURITY SERVICES** at the following Angostura locations:

1. House of Angostura
2. Solera Retail Location at Gray Street, Port of Spain
3. Solera Retail Location at C3, San Fernando
4. TDL compound at Chaguaramas

The purpose of this Request for Proposal (RFP) is for Angostura Holdings Limited to enter into an agreement with professional service providers with experience in the field of BATON,
ARMED, CASH IN TRANSIT, ESCORT and MONITORING security services, who will submit a proposal in response to this RFP.

This RFP will highlight the services required for the contracted security services. Our intention is to ensure that all SECURITY requirements are sufficiently addressed, as per the established standards and as per the company’s requirements to achieve its customer satisfaction.

3.0 SCOPE

The Contractor will provide the necessary labour and monitoring to execute security services according to the number schedule specified by Angostura Limited.

**Contract services:**

<table>
<thead>
<tr>
<th>DUTY PERIOD</th>
<th>OFFICER CATEGORY</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>DAY SHIFT MON-FRI 12 HOURS</td>
<td>10 BATON OFFICERS</td>
<td>HOUSE OF ANGOSTURA</td>
</tr>
<tr>
<td>DAY SHIFT MON-FRI 12 HOURS</td>
<td>1 K9 &amp; HANDLER</td>
<td>HOUSE OF ANGOSTURA</td>
</tr>
<tr>
<td>DAY SHIFT MON-SAT 12 HOURS</td>
<td>1 FIREARM OFFICER</td>
<td>SOLERA POS</td>
</tr>
<tr>
<td>DAY SHIFT MON-SAT 8 HOURS</td>
<td>1 FIREARM OFFICER</td>
<td>SOLERA C3</td>
</tr>
<tr>
<td>DAY SHIFT MON-FRI 12 HOURS</td>
<td>2 CASH IN TRANSIT TEAMS</td>
<td>HOUSE OF ANGOSTURA</td>
</tr>
<tr>
<td>DAY SHIFT MON-FRI 12 HOURS</td>
<td>2 ESCORT TEAMS</td>
<td>HOUSE OF ANGOSTURA</td>
</tr>
<tr>
<td>NIGHT SHIFT MON-FRI 12 HOURS</td>
<td>3 K9 &amp; HANDLERS</td>
<td>HOUSE OF ANGOSTURA</td>
</tr>
<tr>
<td>NIGHT SHIFT SUN-SUN 12 HOURS</td>
<td>1 BATON OFFICER</td>
<td>SOLERA POS</td>
</tr>
<tr>
<td>NIGHT SHIFT MON-FRI 16 HOURS</td>
<td>1 BATON OFFICER</td>
<td>TDL CHAGUARAMAS</td>
</tr>
<tr>
<td>DAY SHIFT WEEKENDS &amp; PUBLIC HOLIDAYS 12 HOURS</td>
<td>4 BATON OFFICERS</td>
<td>ANGOSTURA HOUSE</td>
</tr>
<tr>
<td>DAY SHIFT WEEKENDS &amp; PUBLIC HOLIDAYS 12 HOURS</td>
<td>1 BATON OFFICER</td>
<td>TDL CHAGUARAMAS</td>
</tr>
<tr>
<td>NIGHT SHIFT WEEKENDS &amp; PUBLIC HOLIDAYS 12 HOURS</td>
<td>1 BATON OFFICER</td>
<td>TDL CHAGUARAMAS</td>
</tr>
<tr>
<td>24 HOUR REMOTE MONITORING</td>
<td>N/A</td>
<td>HOUSE OF ANGOSTURA</td>
</tr>
</tbody>
</table>
**Equipment:**

1. The Company shall provide the Contracted Security Officers with a security log to document relevant information.
2. The Contractor shall provide their Officers with all tools such as torch lights, pens, umbrellas, uniforms, batons or firearms with reserved ammunition as required.

**Duties required:**

Security Officers provided by the successful Bidder shall be required to perform the following duties:

1. Direct traffic, monitor and control access to parking areas within AHL’s compounds.
2. Conduct searches of personnel, belongings and vehicles entering and leaving AHL’s premises.
3. Prevent unauthorized persons from gaining access to AHL’s property.
4. Apprehend unauthorized persons on AHL’s premises.
5. Remove unauthorized persons from AHL’s premises.
6. Conduct compound foot patrols as prescribed in Post Standing Orders.
7. Ensure the safety and protection of AHL’s assets from loss, damage or injury, fire, theft, trespass, sabotage and espionage. Also, AHL must be indemnified by the successful Bidder (s) in cases of negligence by its officers on duty on AHL’s premises.
8. Submit daily attendance of Officers reporting for duty to personnel as advised by AHL.
9. Prepare reports on all incidents with respect to AHL’s assets including but not limited to loss, damage or injury, fire, theft, trespass, sabotage and espionage. These are to be verbally reported immediately and written report within 24 hours.
10. Receive, issue and account for all keys to buildings, offices, gates and vehicles.
11. When so authorized, receive, keep safe and hand-over to appropriate persons, official mail and messages and receive telephone messages in connection with duties assigned.
12. Maintain Law and Order within assigned areas.
13. Whilst on patrols, turn off unnecessary lights and running taps, close windows, secure doors and gates, report on all irregularities.
14. Security Officers may be called upon to assist in firefighting duties in the event of a fire on the premises.
15. Perform duties as described in the Posts Standing Orders. All officers on duty must report the status of the Post when visited by In-House Security Officers. During shift changes, the Relieving Officer(s) must report their arrival and Post Status to their control centers and/or In-House Security Command Centre within thirty (30) minutes of taking up duty.
16. Assist in Fire Drills.
Service:

The successful contractor must provide the following:

1) Employee profiles, which must include, but not limited to:

a. Cover page with a clear picture of the Officer, contact information, address, religious affiliation (if captured on the application form), a next of kin’s name and contact information.

b. Literate to the extent of reading and understanding printed regulations, written and oral instructions and capable of writing reports.

c. Copy of valid national ID

d. Copy of birth certificate

e. Copy of a Valid Certificate of Good Character *(NOT a copy of the receipt)*. A new Certificate of Good Character should be done annually and submitted to Angostura’s Security Manager within one month of renewal to update the officer’s file. If there is an offence listed, a police extract should be included in the profile as well.

f. Fit to perform the duties required which must be certified by a registered Medical Practitioner indicating that he/she has successfully passed a Drug Test and Psychological Evaluation Test.

g. Results of a three point drug test (this test usually tests for marijuana, cocaine and alcohol.) This test is to be done every six (6) months and submitted to update the officer’s file.

h. Properly trained in security duties and ensure that all Standing Orders, Department Orders, Rules and Regulations of AHL are brought to their attention for the effective performance of their duties.

i. Non-Nationals - provide all documents permitting persons to work in Trinidad. If possible a valid Certificate of Good Character from their home country should be provided.

j. Copies of training received as well as copies of any other training certificate received such as first aid, defensive driving, International Ship and Port Facility Security Training (the latter is required for officers working at Trinidad Distillers Limited).
k. Employee profiles for firearm officers should include all of the items above together with a copy of their precept card, Firearm User Employees’ Certificate (FUEC), copies of medical fitness, drug test and psychiatric evaluation. Firearm training certificates should also be included (firearm training refreshers should be conducted at least every 6 months for Contract security).

**Invoicing & Payment:**

On a monthly basis the Contractor will submit their invoice, to the Security Manager. Subject to timely receipt of invoices and supports, the Company shall effect payment within 14 days.

**4.0 BIDDER QUALIFICATIONS & REQUIREMENTS**

Bidders should provide the following information as part of their proposal for consideration by Angostura Limited:

1. Valid VAT Clearance Certificate
2. Valid Income Tax Clearance Certificate
3. Company Profile including:
   i. Copy of Company Registration (for companies registered as individuals)
   ii. Certificate of Incorporation (for companies registered after 1995) or
   iii. Certificate of Continuance (for companies registered before 1995).
4. References of Similar Contracts (minimum of three clients)
   i. Contractor Reference Form (Respondents are required to complete this form)
   ii. Vendor Reference Check Survey (Respondents are required to have their references complete these forms. These forms must also be stamped and signed by respondent’s references.)
5. Notice of Directors or Change of Directors Form that accompanies your Incorporation Documents.
6. Completed Angostura Vendor Registration form and all supporting documentation as mentioned above.
7. Have the legal capacity to enter into a contract

Failure to provide any of the above items will result in rejection of your submission due to non-conformance.

**All documents of this section MUST be submitted.**

Additional requirements are as follows:

1. Insure its Security Officers against injury whilst in the performance of their duties on AHL’s premises.
2. Furnish all Security Officers with all equipment, materials and supervision necessary for the satisfactory performance of their duties.
3. Supply a file for each officer containing background report – including a Police certificate of good character and three-point drug screening, within three months of the start of the contract.
4. In the case of firearm officers, in addition to #4 above, a copy of the officer’s precept card and FUEC book is required. A copy of the last training certificate (which should be within the last six months) is also required.
5. Indemnify AHL, its employees, consumers, or other lawful invitees on AHL premises of any loss, bodily injury and damage to property due to any act of neglect or default of the Security Officers employed by the successful Bidder(s).
6. Payment of Officer wages. AHL shall not be liable for any payment of wages to employees of the successful Bidder(s).
7. Maintain proper attendance books and/or work sheets showing the time and/or the amount of work performed by the workmen in the execution of the contract. The successful Bidder(s) is/are bound to produce such time books and/or sheets upon request for inspection by any persons authorized by AHL.
8. AHL reserves the right to reject the assignment of any employee of the successful Bidder(s) under the contract who has been found to be objectionable or refuses to carry out the required duties. Such employee shall be prohibited from entering AHL premises for the purposes and duration of the contract.
9. AHL reserves the right to terminate a contract due to failure to provide the necessary equipment for Officers.
5.0 SITE VISIT & QUESTIONS

- All Bidders are required to visit all AHL’s locations and are required to confirm their attendance by Friday 6\textsuperscript{th} April, 2018 via our contact Mr Deon Walker at 623-1842, extension 330, or via email at: tenders_al@angostura.com
- The Company also reserves the right to request any additional information that it may deem necessary to make an informed decision on any proposal.
- All questions regarding this RFP are to be addressed to the following: tenders_al@angostura.com

6.0 PROJECT TIMELINE

<table>
<thead>
<tr>
<th>Action</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Release date</td>
<td>Tuesday 3\textsuperscript{rd} April, 2018</td>
<td>8.00am</td>
</tr>
<tr>
<td>Site Visit</td>
<td>Monday 9\textsuperscript{th} April 2018 &amp; Tuesday 10\textsuperscript{th} April, 2018</td>
<td>4.00pm</td>
</tr>
<tr>
<td>Deadline for questions</td>
<td>Friday 13\textsuperscript{th} April, 2018</td>
<td>4.00pm</td>
</tr>
<tr>
<td>Deadline for submissions</td>
<td>Friday 4\textsuperscript{th} May, 2018</td>
<td>4.00pm</td>
</tr>
<tr>
<td>Acknowledgement of submissions</td>
<td>Monday 7\textsuperscript{th} May, 2018</td>
<td>4.00pm</td>
</tr>
<tr>
<td>Evaluation period</td>
<td>Mon 7\textsuperscript{th} May - Fri 18\textsuperscript{th} May, 2018</td>
<td>4.00pm</td>
</tr>
<tr>
<td>Notification to unsuccessful bidders</td>
<td>Monday 21\textsuperscript{st} May, 2018</td>
<td>4.00pm</td>
</tr>
<tr>
<td>Notification to successful bidder</td>
<td>Monday 21\textsuperscript{st} May, 2018</td>
<td>4.00pm</td>
</tr>
<tr>
<td>Commencement of Security service</td>
<td>Monday 2\textsuperscript{nd} July, 2018</td>
<td></td>
</tr>
</tbody>
</table>

a. All proposals must be hand delivered in sealed envelopes and addressed as follows:

\textbf{Request for Proposal – Contracted Security Services}

\textbf{Attention: Chief Financial Officer}

\textbf{Angostura Limited}

\textbf{Eastern Main Road}

\textbf{Laventille, Port of Spain}
7.0 PROPOSAL EVALUATION CRITERIA

Angostura Limited will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, all proposals should be complete and include all of the following criteria:

1. Proposals must provide all requirements included herein and be presented in a clear and organised manner.
2. Providers will be evaluated on their expertise as it pertains to the scope of works.
3. Ability of Providers to provide high level of service.
4. Ability of vendor to provide high quality of all security services.
5. Quality of Feedback/Comments/Referrals.