



**REQUEST FOR PROPOSAL  
FOR  
CONTRACT FOR PEST MANAGEMENT SERVICES  
FOR THE PERIOD JULY 1<sup>st</sup> 2019 TO JUNE 30<sup>th</sup> 2021**

**REFERENCE #: MTCE03-2019  
RELEASE DATE: THURSDAY 25<sup>TH</sup> APRIL 2019  
PROPOSALS DUE: FRIDAY 10<sup>TH</sup> MAY 2019 at 4:00pm**



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## **1.0 PREAMBLE**

### **1.1 COPYRIGHT**

The contents of this document belong to the copyright owner Angostura Holdings Limited and its subsidiaries (AHL). This document is being issued in confidence, on behalf of Trinidad Distillers Limited (TDL), 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 TDL. The bidder however shall exercise a duty of care when exposing such information and ensure that confidentiality is communicated and maintained.

### **1.3 ETHICS**

Angostura Holdings Limited and its subsidiaries (AHL) require all participants in this bidding process adhere to the highest ethical standards, both during the procurement process and throughout the execution of the resulting contract. The engagement in or encouragement of corrupt practices including bribery, extortion, fraud or collusion are deemed unacceptable to AHL. If, at any time, it is demonstrated or identified that a bidder in the procurement process, an AHL employee acting on his/her behalf or supplier/contractor during the execution of the resultant contract committed or encouraged corrupt practices in connection with this or any project the Company will take appropriate measure including but not limited to the cancellation of the awarded contract, cessation of relations with the relevant company and/or termination of the employment of the employee(s) involved.

## 1.4 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 TDL 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 TDL by a duly authorized person.

**ii. Content of Proposals:** In response to this document, TDL expects all bidders to provide relevant responses to the specific requirements in a concise and comprehensive manner. Any proposal which does not fully address this RFP may affect the evaluation of the proposal and may be rejected.

**iii. Cost of Proposal:** The bidder shall bear all costs associated with the preparation and submission of the proposal; TDL 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, TDL 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 TDL prior to the deadline prescribed for submission.

**vi. Request for Clarification of Proposals:** To assist in the evaluation and comparison of proposals, TDL 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, TDL 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, TDL may at its discretion, extend the deadline for the submission of proposals.

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

**ix. Proposal Rejection:** TDL 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. TDL 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.

**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, TDL reserves the right to begin negotiations with other suppliers who submitted bids as a part of the process. TDL 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, TDL 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 TDL, which shall be in substantial conformance with:

- TDL'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 Tax (VAT etc) 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 policies during the period of their engagement.



## 2.0 OVERVIEW

Trinidad Distillers Limited (“TDL” or “the Company”), a subsidiary of Angostura Holdings Limited, is one of the Caribbean's leading rum producers with a superb collection of rum brands such as Angostura 1824, Angostura 1919, Angostura Single Barrel Reserve, White Oak, Forres Park Puncheon, Black Label, Royal Oak, Angostura Reserva, Angostura 5-year-old, Angostura 7-year-old rum. It is also the world’s market leader for Bitters with products such as Angostura Aromatic Bitters, Angostura Orange Bitters, the Angostura AMARO and a signature beverage Angostura Lemon Lime and Bitters.

Angostura Holdings Limited is certified ISO 9001:2015, ISO 140001:2015 and ISO 22000:2015 for Quality, Environmental and Food Safety respectively. One component to these certifications is management of pests and their effects in its various operational and administrative areas in an efficient and effective manner while being sensitive to the relevant environmental impacts.

The desired outcome of this RFP is the selection of a competent, capable and qualified contractor who will form an integral part of the Company’s cleaning and maintenance efforts for its industrial areas and equipment. Given this, the Company is soliciting proposals from suitably qualified, experienced, resourceful and responsible contractors for the provision of industrial cleaning and maintenance services for its operational areas at its Laventille, Chaguaramas and Gasparee Island compounds

Prospective bidders are expected to study this document carefully before submitting their proposal and to consider all the requirements stated herein. Allowances will not be facilitated for changes to proposals resulting from omissions or exclusions on the part of the bidder.

More information on our business can be found on the company’s website: [www.angostura.com](http://www.angostura.com)

### 3.0 PRE-QUALIFICATION DOCUMENTS

The following documents must be submitted a part of your proposal under the appropriate heading in the order in which they are listed below. Failure to submit will result in your bid being excluded from the evaluation process.

1. Certificate of Incorporation, or any other documentation related to the Business/Company Registration
2. Income Tax Clearance Certificate), or its equivalent for foreign suppliers
3. A recent VAT Clearance Certificate (no less than 6 months old), or its equivalent for foreign suppliers
4. Three (3) years Audited Financial Statements dated no earlier than 2015. This should be submitted in the Appendix.
5. A bank reference letter indicating tenure, financial standing and credit rating.

### 4.0 SCOPE

1. The selected contractor shall furnish all labour, supervision, transportation, tools, materials and supplies necessary to perform pest management services in accordance with the guidelines, laws, rules and regulations established by the Government of Trinidad and Tobago as well as ensuring compliance with TDL's ISO 9001, ISO 14001, Occupational Safety & Health (OSH) and Food Safety System Certification (FSSC) standards.
2. The contractor must adhere to the set frequency and work specification, as stated in *Table I: Requirements - Pest Control Services* located in **Appendices**. All variations to these work specifications must be requested, acknowledged and approved in writing by the authorized representatives (TDL and contractor).
3. Pest management tasks shall be scheduled to be performed on definite appointed days and in no event shall the contractor carry on work outside the regular agreed-upon hours without prior approval from an authorized TDL representative.
4. All works to be provided by the contractor shall not interrupt or impede typical operations and shall be performed in a professional manner whilst cooperating with Company staff. If the nature of the job is such that operations are affected, adequate notice must be provided in writing and subsequently approved by an authorized TDL representative prior to execution of the job.
5. The contractor shall provide coverage in the event of a call out situation, where there is a critical incident that presents high risk to the organisation if immediate attention is not given.

6. The contractor shall regularly audit the effectiveness of the pest management techniques utilized. The results of these audits shall be used to provide recommendations, to be actioned by TDL, that can improve the pest control management system and determine whether additional or enhanced pest management measures are required.
7. The contractor shall utilize pest management techniques that are non-hazardous to humans, low volatility, odour free, food and food service equipment safe and can withstand external elements. The contractor shall provide a list of the proposed pest control techniques to be used in each area for the control of different pests. Table 1 located in Appendices, lists the pests relevant to each area, a site map for the Laventille compound is also included in the appendices.
8. The contractor must be registered and licenced to perform the pest control/management techniques in Trinidad and Tobago as specified in their proposal and must submit evidence with their proposal.
9. The contractor shall provide near real time updates on pest activities throughout the compound. The contractor shall describe how it intends to provide record keeping, reports and trending in a way Company staff and other stakeholders will be able to access and review.
10. The contractor shall not dispose of any excess or used pesticide, pesticide containers or any other materials contaminated by pesticides at any location on the compound of AHL. All disposals must be done at a suitable location offsite in an environmentally conscious manner in accordance with their permits and licences.
11. The contractor shall complete and maintain a pesticide log book which contains the up-to-date Safety Data Sheets (SDS) for all pesticides used in the provision of their services

## **REQUIRED STANDARDS, CODES & PRACTICES**

Evidence of Pesticide Registration for all pesticides proposed to be used in the provision of the required service and Premises Licence in compliance with the “Pesticides and Toxic Chemicals Act”, as amended, and its Regulations, known as the “Pesticides (Registration and Import Licensing) Regulation” shall be provided and kept up to date/valid during the proposed service period.

## **TECHNICAL REQUIREMENTS - PERSONNEL**

The technicians and/or service personnel must be trained and certified to execute all pest management techniques required proposed by the contractor. Evidence of training and/or certification must be provided for each technician intended to be utilized in the service provision.

All assigned technicians and/or service personnel as well as replacement workers must attend Health & Safety Orientation and Training, provided by the Company at no cost to the contractor, prior to commencement of work. An Orientation Card will be issued by the Company to persons upon completion of training. The Orientation Card must be presented to Security prior to entry and commencement of work daily. Personnel shall not be allowed to work without presenting their cards to Security.

## **ENVIRONMENTAL REQUIREMENTS**

Careful consideration needs to be focused on the requirements of ISO 14001 and how its contents relates to pest control services and their associated factors. This includes, but is not limited to, considerations for the following:

- Use of environmentally friendly pesticides and pest control techniques and processes that reduce waste.
- Specific procedures regarding the storage, handling and disposal of any hazardous pesticide.
- A documented and approved hazardous material management program for items such as chemicals and gasses at the site of the works or services must be clearly stated e.g. the segregation of corrosive chemicals & materials from flammable gases and materials.

## **TESTING & VERIFICATION**

Detailed service reports must be provided to the relevant Company representative(s) for the service area after the completion of each service. These reports must be made available to both Company representatives as well as accessible to interested external stakeholders upon request.

## **EVALUATIONS**

The contractor shall be subject to audits and reviews of their service performance. These shall be managed by the Chief Engineer with input from the relevant Supervisors and Managers of the various service provision locations. These evaluations shall include complaints brought forward by relevant internal stakeholders including but not limited to Security, HSE and Maintenance departments. The reviews shall be held at least annually but may be more frequently conducted should the need for corrective actions and performance management arise.

## 5.0 PROPOSAL REQUIREMENTS

Bidders are required to provide the following as part of their submission in the following order:

1. A brief description of your company's profile
2. An outline of your firm's experience in providing similar services
3. Your company's Organizational Chart
4. A list of all company directors
5. A brief outline of the company's HSE Policy and any policy related to sustainability, pollution control, carbon emission reduction, green initiatives etc.
6. A completed Supplier\Contractor Information Form
7. A detailed proposal based on the requirements outlined in the Scope & Appendix 1.
8. Evidence of valid Registration & Licencing required for the provision of the proposed services
9. A thorough description of the processes to be rendered which should include but not limited to Safety Data Sheets (SDS) for all chemicals used, suitability of any materials used for food related products
10. A list of all service personnel to be assigned for provision of proposed service with the following documents for **each** person listed:
  - Summary profile of experience including evidence of Certification/Competence in the provision of the required services
  - Evidence of authorization to work in Trinidad & Tobago (non-citizens/non-residents)
11. Evidence of Workmens Compensation Insurance coverage for the intended labour resources
12. A clear statement of exclusions
13. A detailed outline of what TDL would be required to supply for the provision of the required services
14. Three (3) testimonials from past clients
15. Examples of three or more commercial projects like the criteria stated in this proposal
16. A brief statement outlining how quality standards and customer service levels will be maintained in the delivery of product and services

**NB: Failure to submit these requirements may result in your bid not being considered.**

Submission of these documents and forms as part of your proposal does not automatically indicate that your company has been registered as a supplier with AHL. Suppliers who are successful because of the evaluation process will be contacted to commence contract negotiations as per Section 1.3 Part xi and xii. Providing that negotiations are successful and there is offer and acceptance of the contract, selected suppliers will be subsequently registered on the company's supplier database.

## 6.0 SITE VISITS

Prospective bidders are required to attend a site visit scheduled for **Thursday 2<sup>nd</sup> May 2019 (Gasparee Islands and Chaguaramas) and Friday 3<sup>rd</sup> May 2019 (Laventille Compound)** and must confirm their attendance via email to **tenders\_al@angostura.com** by **Monday 29<sup>th</sup> April 2019**. The site visit will be carried out at our Laventille compound, Chaguaramas facility and Gasparee Island properties. As such, there is a space restriction for these site visits and there is a limit of **one (1)** representative allowed per company. The email must have the subject heading **“MTCE03-2019 Site Visit – Pest Control Services”** and must state the name and contact details of the representative that will be attending the site visits. Site visits must be confirmed by email on or before the stipulated date to ensure entry onto our compounds. Failure to do so will result in representative not being allowed to partake in the site visit.

## 7.0 PRICING AND PAYMENT

Prices submitted should be valid for a period of at least ninety (90) days after the closing date of the tender to allow for the evaluation of bids and the selection of the contract awardee.

Payments shall be made via Automatic Clearing House (ACH) for local suppliers and via wire transfer for foreign suppliers. All bidders must ensure Section C of the Supplier/Contractor Information form is completed properly, reflecting the correct banking details, to ensure timely settlement of invoices.

## 8.0 EVALUATION CRITERIA

Bidders will be evaluated according to the following criteria:

Category	Description	Weight
Service Approach	<ul style="list-style-type: none"> <li>Least toxic approach</li> <li>Emergency and special services capability</li> <li>Data reporting capabilities</li> <li>Adequacy of facilities to perform services</li> </ul>	35
Proposers' Technical Competencies	<ul style="list-style-type: none"> <li>Breadth and Level of licences and certifications held</li> <li>Quality and extent of health and safety program</li> </ul>	25
Aggregate Cost of Proposal	<ul style="list-style-type: none"> <li>Competitiveness of fee structure</li> </ul>	15
Experience in provision of services	<ul style="list-style-type: none"> <li>Demonstrated successful performance providing services similar in size, scope and complexity to other clients</li> <li>References</li> </ul>	20
Quality of Tender Package	<ul style="list-style-type: none"> <li>Submission of all requested documents</li> <li>Organization of documents</li> </ul>	5

The Company reserves the right to perform a site visit of the Bidders operations to determine whether adequate skills, equipment and resources are available for the performance of the intended contract. The Company also reserves the right to request any additional information that it may deem necessary to make an informed decision on any proposal.

## 9.0 SUBMISSION INSTRUCTIONS

- RFP's shall be submitted on 8½" by 11" paper with normal margins and spacing, properly bound and submitted in a sealed envelope indicating Proposer's name, address contact information and the RFP reference number.
- Responses to this RFP must be signed in ink by an authorized officer of the proposing firm who is legally authorized to enter a contractual relationship in the name of the Proposer.
- The original proposal along with one (1) physical and one (1) electronic copy must be placed in sealed envelopes that clearly identify the name, address and contact information of the Proposer and quote the RFQ reference: **MTCE03-2019: PEST MANAGEMENT SERVICES**

- RFPs must be contained in a sealed envelope, addressed and delivered to:

Executive Manager - Operations  
Trinidad Distillers Limited  
Cor. Trinity Avenue & Eastern Main Road  
Laventille

### MTCE03-2019: PEST MANAGEMENT SERVICES

- All packages must be deposited in the respective marked box on or before Friday 17<sup>th</sup> May 2019 by 4:00PM. Late submissions will not be considered.
- The dimensions of the tender box slot are 11" wide by 3" thick; respondents are advised to package their submissions appropriately.
- Bidders are required to deposit their packages in the marked box during the hours of 8.00am to 4.00pm on the deadline date and must sign the delivery log sheet located at the Reception desk.
- Any queries related to the RFP document should be made in writing only via email to tenders\_al@angostura.com with a subject heading "**Query MTCE03-2019: Request for Proposals: Pest Management Services**" Queries will not be facilitated via telephone call, any other form of discussion or on the deadline date for submission. Please allow at least one (1) working day for responses to queries.

## 10.0 TENDER/RFP TIMELINE

<b>ACTION</b>	<b>DATE</b>	<b>TIME (GMT-04:00)</b>
RFP Release	25 <sup>th</sup> April, 2019	10:00 a.m.
Site Visit (Chaguaramas & Gasparee)	2 <sup>nd</sup> May, 2019	9:00 a.m.
Site Visit (TDL Laventille)	3 <sup>rd</sup> May, 2019	9:00 a.m.
Deadline for questions	10 <sup>th</sup> May, 2019	4:00 p.m.
Deadline for submissions	17 <sup>th</sup> May, 2019	4:00 p.m.
Acknowledgement of submissions	20 <sup>th</sup> May, 2019	4:00 p.m.
Evaluation period	20 <sup>th</sup> – 31 <sup>st</sup> May 2019	---
Notification to unsuccessful bidders	3 <sup>rd</sup> June 2019 (tentative)	---
Notification to successful bidders	3 <sup>rd</sup> June 2019 (tentative)	---
Contract start (projected)	1 <sup>st</sup> July, 2019	---

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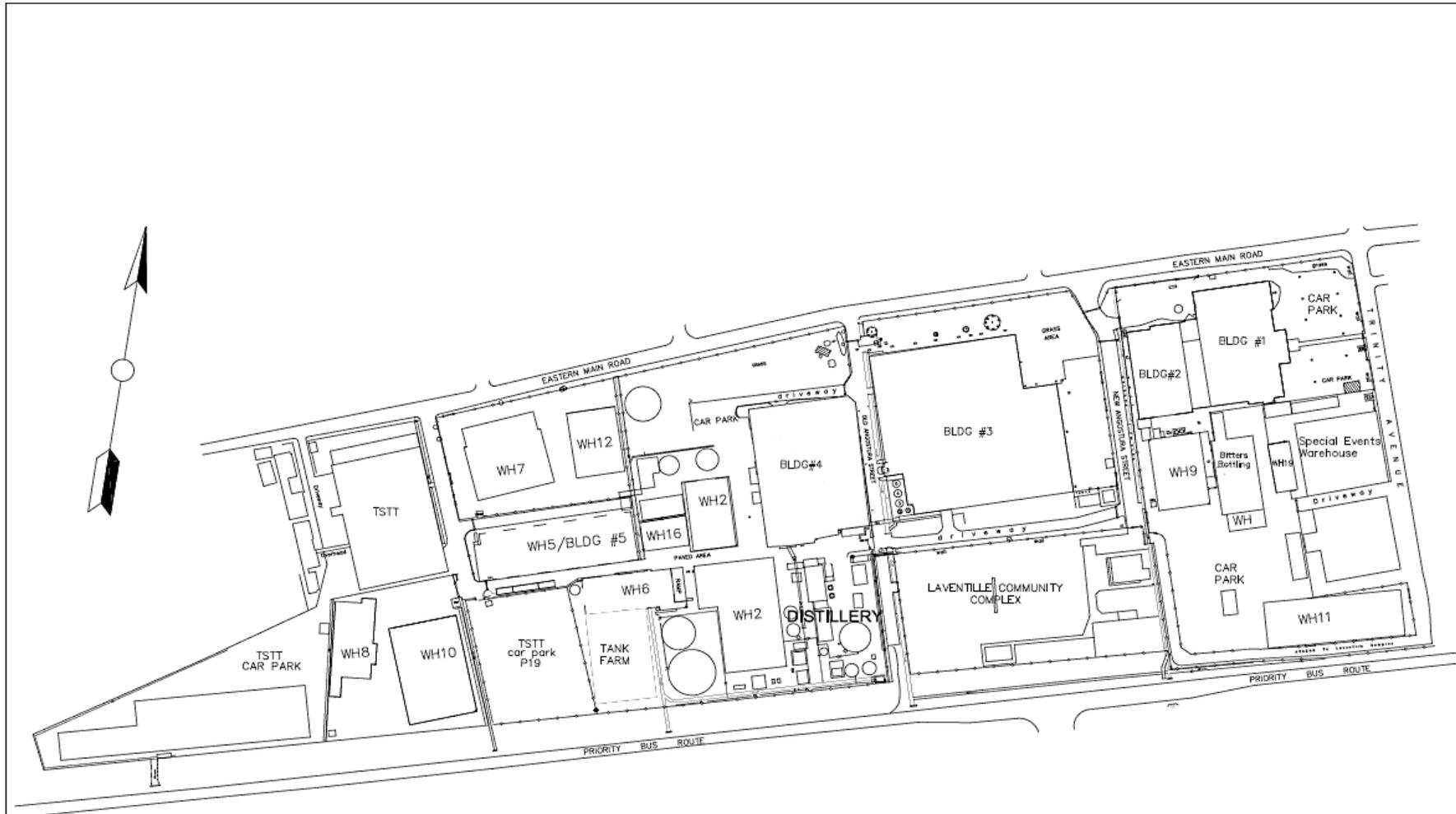
## APPENDICES

**Table 1: Requirements - Pest Control Services**

<b>Location</b>	<b>Area</b>	<b>Typical Pest</b>	<b>Frequency Per Year</b>
<b>Building 1</b>	Kitchen	Flies, Ants, Cockroaches	12
<b>Building 1</b>	Storage Area (1 <sup>st</sup> floor)	Flies	12
<b>Building 1</b>	Storage Area (2 <sup>nd</sup> floor)	Rats, Mice, Cockroaches, Ants, Flies	12
<b>Building 1</b>	All Areas	Rats, Mice, Cockroaches, Ants, Flies	12
<b>Building 2</b>	All Areas	Rats, Mice, Cockroaches, Ants, Flies	12
<b>Building 3</b>	All Areas	Rats, Mice, Cockroaches, Ants, Flies	12
<b>Building 3</b>	All Areas	Mosquitoes	6
<b>Building 3</b>	Production Area	Flies	12
<b>Bitters Bottling</b>	All Areas	Rats, Mice, Cockroaches, Ants, Flies	12
<b>Bitters Bottling</b>	Production Area	Flies	12
<b>Building 4</b>	All Areas	Rats, Mice, Cockroaches, Ants, Flies	12
<b>Building 4</b>	All Areas	Mosquitoes	6
<b>Distillery</b>	Water Treatment Plant, Pump House,	Rats, Mice, Cockroaches, Ants, Flies	12
	Maintenance and Electrical Workshop, Cooper's Shed		
<b>Building 5</b>	All Areas	Mosquitoes	6
<b>Special Events Warehouse</b>	All Areas	Rats, Mice, Cockroaches, Ants, Flies	12
<b>Warehouses</b>	All Warehouses	Rats, Mice, Cockroaches, Ants, Flies	12

**Table 2: Requirements - Pest Control Services (cont'd)**

<b>Location</b>	<b>Area</b>	<b>Typical Pest</b>	<b>Frequency Per Year</b>
<b>Laventille Compound</b>	All Areas	Birds (Pigeons)	12
<b>Laventille Compound</b>	Boundary Wall	Rats, Mice, Cockroaches, Ants,	12
<b>Solera</b>	C3 Mall, San Fernando	Rats, Mice, Cockroaches, Ants, Flies	12
<b>Solera</b>	Grey Street, POS	Rats, Mice, Cockroaches, Ants, Flies	12
<b>Gaspree Islands</b>	Fairview and Bel Air	Mosquito Indoor Trap	4
<b>Gaspree Islands</b>	Fairview and Bel Air	Rats, Mice, Cockroaches, Ants, Flies	4
<b>Gaspree Islands</b>	Fairview and Bel Air	Mosquito Outdoor Trap	1
<b>Chaguaramas</b>	All Areas	Rats, Mice, Cockroaches, Ants, Flies, Mosquitoes	4
<b>Tobago Plantations</b>	All Areas	Rats, Mice, Cockroaches, Ants, Flies	4



1

**ANGOSTURA LAVENTILLE - SITE LAYOUT**

Scale: NOT TO SCALE

TRUE NORTH	CONSTRUCTION NORTH
<b>GENERAL NOTES:</b> 1. VERIFY ALL DIMENSIONS PRIOR TO CONSTRUCTION 2. DO NOT SCALE DRAWINGS. USE WRITTEN DIMENSIONS. 3. REPORT ANY ERRORS OR OMISSIONS TO THE ARCHITECT OR DESIGN TECHNICIAN. 4. THE DRAWINGS ARE THE PROPERTY OF THE COMPANY AND ANY UNAUTHORIZED USE IS PROHIBITED.	
Company Logo: 	
Company Name: <b>ANGOSTURA LIMITED</b>	
Sheet Title: <b>LAVENTILLE COMPOUND</b>	
Project Name: <b>ANGOSTURA SITE MAP</b>	
Drawn By: A. DE NOON	Date: JANUARY 2019
Drawing No: -----	Sheet No: <b>A1</b>
Scale: NOT TO SCALE	