

Friday, 27 June 2025

*Circulated and Submitted Electronically.*

Dear TCI Based Contractors

**Request for Proposal (RFP) for COMMERCIAL JANITORIAL AND OFFICE MAINTENANCE SERVICES [RFP NO: TCIAA 25/26-017]**

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The Turks & Caicos Islands Airports Authority ("TCIAA") is requesting, from suitably qualified and experienced proposers with a valid contractor's business license, the submission of a proposal, for Commercial Janitorial and Office Maintenance Services.

Proposers must read the information contained in the Request for Proposals ("RFP") to understand how to submit the proposal, what studies must be done before preparing a proposal, what documents must accompany the submission, and what legal obligations the Proposer is submitting to by providing a successful bid.

Any Proposer wishing to be considered for this work must submit the information requested in this RFP by the stated deadline and, if required, participate in an interview. Proposals must be received via email at [bids\\_contracts@tciairports.tc](mailto:bids_contracts@tciairports.tc) on or before **Friday, 11 July 2025**.

Sincerely,

**Ms. Janique Fritz**

*Procurement Manager*

**Turks & Caicos Islands Airports Authority**

Email: [bids\\_contracts@tciairports.tc](mailto:bids_contracts@tciairports.tc)

## **REQUEST FOR PROPOSALS**

**For**

### **COMMERCIAL JANITORIAL AND OFFICE MAINTENANCE SERVICES**

**Issued:** Friday, 27 June 2025

**Submission Deadline:** Friday, 11 July 2025

Addressed to

The Turks & Caicos Islands Airports Authority  
Howard Hamilton International Airport  
Providenciales, Turks and Caicos Islands

Attn: Mr. Kirkley Williams, Facilities Manager

Email: [bids\\_contracts@tciairports.tc](mailto:bids_contracts@tciairports.tc)

**[RFP NO: TCIAA 25/26-017]**

## **A. PURPOSE**

The Turks and Caicos Islands Airports Authority is requesting from suitably qualified and experienced service providers to perform Commercial Janitorial and Office Maintenance at Walter E Cox Admin Office, Providenciales, Turks and Caicos Islands.

The objective is to ensure a hygienic, sanitary, and presentable working environment through comprehensive deep cleaning of the entire facility.

The Walter E Cox Administration building is a two-storey structure comprising of 21 offices, 4 restrooms, 1 break room. Proposers are advised to review the provided drawings to familiarize themselves with the layout.

## **B. COMPANY BACKGROUND**

The TCIAA is a statutory body established in 2006 following the split of the Civil Aviation Department into the Civil Aviation Authority and Airports Authority. TCIAA is mandated for the constructing, controlling, and managing of airports; providing and maintaining runways, taxiways, and terminals for the efficient operation of airports; providing facilities for Customs and Immigration Services, and Health and Security checks; and for incidental and associated purposes.

## **C. SCOPE OF SERVICES**

The scope of services include, but no limited to:

- Dust & wipe all surfaces (desks, shelves, windowsills, etc.).
- Vacuum rugs, sweep & mop hard floors with disinfectants.
- Deep clean & sanitize restrooms (fixtures, floors, high-touch areas).
- Refill restroom supplies (soap, towels, tissues, air fresheners).
- Empty trash bins & replace liners.
- Clean all interior glass (windows, doors, partitions).
- Deep cleaning of all floors (carpeted, tiled, or otherwise)
- Cleaning and disinfecting kitchens, and high-touch surfaces
- Interior window and glass partition cleaning
- Waste collection and disposal in accordance with health and safety regulations

*Note: The contractor is required to provide all cleaning materials, equipment and personal protective equipment (PPE).*

## **D. PROPOSAL REQUIREMENTS**

At a minimum, the Proposer shall include in its proposal the information outlined below to demonstrate their competence and qualifications for the satisfactory performance of the services specified in this RFP. This information should serve as a guide to showcase both the Proposer's and their company's capability to effectively fulfill the scope of services.

### **1. Statement of Qualifications:**

- a. The Proposer shall provide a cover letter expressing interest in the project and providing a brief overview of their experience in developing projects of a similar size, scope, and complexity as required by this RFP.
- b. The Proposer must complete and submit either of the KNOW YOUR CUSTOMER ("KYC") FORM based on your classification as described in Appendix B, along with supporting documents.
- c. The Proposer must complete and signed the CERTIFICATE OF NON-COLLUSION. No proposal will be considered unless this is submitted.

### **2. Methodology**

The proposal should include a detailed plan outlining how the service provider intends to execute the scope of work, including a breakdown of labor, materials, and equipment. It should also describe the practices that will be implemented to ensure environmental responsibility, demonstrating how the service provider will comply with applicable environmental regulations. Additionally, the proposal must include a list of all equipment to be used in performing the services, clearly indicating whether each item is owned or rented.

### **3. Work Plan**

The proposer must submit a **detailed timeline** or **work plan** outlining project schedule for a **One (1) year period**. This schedule should demonstrate the proposed duration, personnel/equipment required for the completion of the specified works as outlined in the Scope of Services above.

### **4. Complete Project Pricing**

The proposal should include a **detailed cost breakdown** for the services outlined in the scope of work, along with the **proposed payment terms and conditions**.

#### **E. SELECTION PROCESS**

All proposals will be reviewed and assessed based on, but not limited to:

- **Technical Competence (30%)** – Demonstrated experience and expertise.
- **Compliance & Safety (20%)** – Adherence to aviation safety and environmental standards.
- **Project Approach (20%)** – Effectiveness of proposed work plan and methodology.
- **Cost Effectiveness (20%)** – Competitive and reasonable pricing.
- **References & Past Performance (10%)** – Positive feedback from previous contracts

The TCIAA reserves the right to reject a non-responsive proposal that does not include the documents required to be submitted by this RFP.

The TCIAA reserves the right to request clarifications or additional information from any or all Proposers regarding their proposals.

The TCIAA also reserves the right to negotiate the agreement with the highest-ranked Proposer's terms and conditions, including the final price.

#### **F. SUBMISSION REQUIREMENTS**

Proposers shall submit copies of their proposal in a Portable Document File (PDF). **Submissions must be emailed to [bids\\_contracts@tciairports.tc](mailto:bids_contracts@tciairports.tc) with the caption "COMMERCIAL JANITORIAL AND OFFICE MAINTENANCE SERVICES [RFP NO: TCIAA 25/26-017]" to:**

**Mr. Kirkley Williams**  
**Facilities Manager**  
**Turks and Caicos Islands Airports Authority**  
Howard Hamilton International Airport  
Providenciales, Turks and Caicos Islands

***Proposals must be received by Friday, 11 July 2025 at 4:00pm.***

Service providers are encouraged to conduct a site visit to gain a clearer understanding of the facility and scope of work. While not mandatory, this is recommended to support



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the preparation of a well-informed proposal. To arrange a visit, please contact us using the details provided in this RFP.

By accepting this request for proposal, you agree to keep in confidence all information provided to you, whether written or oral, in relation to this Request For Proposal (RFP) and/or in relation to the Company's business which is not already in the public domain, to use it only for the purposes of this RFP and for no other reason and not to disclose any of the said information to any third party. You will bear any costs and expenses incurred by you in relation to this RFP and the said information shall be kept confidential unless it lawfully becomes public knowledge.

Should you have any further questions, please do not hesitate to contact the undersigned:

**Ms. Janique Fritz**

*Procurement Manager*

**Turks & Caicos Islands Airports Authority**

Email: [bids\\_contracts@tciairports.tc](mailto:bids_contracts@tciairports.tc)

**Walter E. Cox Snr Administration Building, Howard Hamilton International Airport  
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[www.tciairports.tc](http://www.tciairports.tc)

## **APPENDIX B – KNOW YOUR CUSTOMER (“KYC”) FORM**

The Turks & Caicos Islands Airports Authority’s (“TCIAA”) KYC Policy aims to establish guidelines, processes, and procedures for compliance. This policy aims to:

- a. Lay down specific criteria for the selection/onboarding of and working with customers.
- b. Mandate the implementation of procedures to verify the identification of individuals and companies before becoming a customer or business partner.
- c. Enable the TCIAA to know/understand the customers and their financial dealings better, thus managing its risks prudently.
- d. Require that the TCIAA proactively take steps to detect, deter and prevent fraud, anti-money laundering, and other activities intended to facilitate the funding of terrorism or criminal activities through its business activities and relationships.

With your submission, kindly complete and submit either of the following Forms I or II based on your classification as described.

## FORM I: TCIAA CORPORATE KYC PROFILE SHEET

<b>Corporation*</b> Each Corporate identity and address must be verified by an original or notarized copy of applicable documents.			
Full name of the entity			
Is the Entity a Company or a Business, please provide Trading Name			
Official Registration (or other ID number)			
Date of Incorporation			
Place of Incorporation (include country)			
Address of Registered Office			
Principal Place of Business (If different from address of Registered Office)			
All Individuals, Corporations, Trusts or any other Entities having $\geq 10\%$ or more <b>beneficial ownership</b> and/or with $\geq 10\%$ <b>principal control</b> (voting rights) must be documented below. (If there is insufficient space please attach annexes)			
Full Name (Include any former names and any other names used.)	Type (Individual, Corporations, Trust, Other)	% of Ownership	% Principal Control
Completed KYC sheets, for all beneficial owners and principal controllers listed above, must be completed and attached. The specific KYC sheet will depend on type listed above. <b>Identification of the corporation must be verified to the ultimate beneficial owner. (Always an</b>			





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individual.)

**I, the undersigned, have attached original or notarized copies of the following documents support of the information provided.**

- Certified company organizational chart/structure, including legal entities under the effective control of the group and/or of the shareholders.
- Certified copy of Certificate of Incorporation or Registration, or equivalent for customers based outside of the jurisdiction.
- Certified copy of a valid Certificate of Good Standing from the Companies Register or equivalent for customers based outside of the jurisdiction.
- Certified register of full names and shareholding of all beneficial owners, including the names of owners under any trust structure.
- List of persons authorized to sign for relevant transactions/contracts (including copies of their identification documents such as passport, and notarized certificate of signature) and corporate documents/power of attorney confirming such signature rights.
- Information on past and present litigations. If no present and/or present litigations, a declaration must be signed by the customer's authorized representative.
- A Bank Reference Letter of valid Letter of Solvency.

\_\_\_\_\_  
Signature of Authorised Individual

\_\_\_\_\_  
Date

## FORM II: TCIAA INDIVIDUAL KYC PROFILE SHEET

Individual	
Full name (Include any former names and any other names used.)	
Gender	
Date of Birth	
Place of Birth (include country)	
Primary Residential Address	
Nationality(s) (Including nationality at birth if different.)	
Occupation & Employer	
Telephone #	
Fax #	
Email address	
Are you acting on behalf of a 3rd Party? <ul style="list-style-type: none"> <li>• If no, write "NO"</li> <li>• If yes, state the name and address (or Registered Office) of that 3rd Party.</li> </ul>	
How did you obtain the funds to support the activities for which you are engaging with the TCIAA. Briefly explain source of Funds.	
<p>*Each individual identity should be accompanied with an original or notarized copy of the passport, driver's license, a recent utility bill, a recent credit card bill and a professional reference letter.</p>	

I \_\_\_\_\_ have attached original or notarized copies of the following documents support of the information provided.

- Certified copy of current Business License and/or Certificate of Registration
- Photo page of Passport
- Driver's License or other form of Government ID
- Proof of address (recent utility bill or recent credit card bill)
- For projects exceeding the sum of US\$10,000.00, a bank reference letter is required.

\_\_\_\_\_  
Signature of Authorised Individual

\_\_\_\_\_  
Date

**APPENDIX B - CERTIFICATE OF NON-COLLUSION**  
**COMMERCIAL JANITORIAL AND OFFICE MAINTENANCE SERVICES**

**[RFP NO: TCIAA 25/26-017]**

I/we certify that this tender is made in good faith, and that we have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person. I/we also certify that we have not and I/we undertake that we will not before the award of any contract for the work:

- I. Disclose the tender price or any other figures or other information in connection with the tender to any other party (including any other company or part of a company forming part of a group of companies of which I am/we are a part of) nor to any sub-contractor (whether nominated or domestic) nor supplier (whether nominated or domestic) or any other person to whom such disclosure could have the effect of preventing or restricting full competition in this tendering exercise
- II. Enter into any agreement or arrangement with any person that they shall refrain from tendering, that they shall withdraw any tender once offered or vary the amount of any tender to be submitted
- III. Otherwise collude with any person with the intent of preventing or restricting full competition
- IV. Pay, give or offer pay or give any sum of money or other valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to another tender or proposed tender for the work any act or thing of the sort described at i), ii) or iii) above.

I/we further declare that I/we have no knowledge either of any sum quoted or of any other particulars of any other tender for this contract by any other party.

We further certify that the principles described above have been, or will be, brought to the attention of all sub-contractors, suppliers and associated companies providing services or materials connected with the tender and any contract entered into with such sub-contractors, suppliers or associated companies will be made on the basis of compliance with the above principles by all parties.

I/we acknowledge that any breach of the foregoing provisions shall lead automatically to this tender being disqualified and may lead to criminal or civil proceedings.

The Turks and Caicos Islands Airports Authority shall treat any tender received in confidence but reserves the right to make the same available to any other funding organisation or statutory



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regulatory authority either having jurisdiction over the works or who may now or at any time in the future have statutory power to require disclosure of this tender.

In this certificate, the word 'person' includes any persons and anybody or association, incorporated or unincorporated; any agreement or arrangement includes any transactions, formal or informal and whether legally binding or not; and 'the work' means the work in relation to which this tender is made.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

In the Capacity of: \_\_\_\_\_

Date: \_\_\_\_\_

Duly authorised to sign tenders and acknowledge the contents of the certificate of non-collusion for and on behalf of:

Name of Firm: \_\_\_\_\_




Full Address: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone. \_\_\_\_\_

Fax No: \_\_\_\_\_

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## APPENDIX C – REFERENCE FORM

Each bidder is required to provide two (2) references from two (2) different companies who procured similar goods and services from the bidder in the last 5 years. References will only be counted as valid if the work for that reference was undertaken by a member of the project team assigned to this procurement. The contact person must agree to be listed prior to submission for the reference to be counted as valid. The TCIAA reserves the right to contact any or all references.

### Reference #1

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Contact E-mail:	
Date Work Undertaken:	
Project Team Member Assigned:	
Description of Assignment:	

### Reference #2

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Contact E-mail:	
Date Work Undertaken:	
Project Team Member Assigned:	
Description of Assignment:	