



**VIRGIN ISLANDS SHIPPING AND MARITIME AUTHORITY
(VISMA)**

**REQUEST FOR PROPOSAL
FOR THE PROVISION OF
JANITORIAL AND CLEANING SERVICES
FOR THE
VIRGIN ISLANDS SHIPPING & MARITIME AUTHORITY**

**RFP REF# — VISMA/JS-01/2026
Closing date: 30th April 2026**

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1.0 REQUEST FOR PROPOSAL

Our Ref: RFP (VISMA/JS-01/2026)

Date: April 2026

Dear Sir / Madam

Re: Provision of Janitorial and Cleaning Services for the Virgin Islands Shipping & Maritime Authority

The Virgin Islands Shipping and Maritime Authority (VISMA) hereby invites proposals from suitably qualified and experienced service providers for the provision of janitorial and cleaning services for its office premises and associated facilities. VISMA is a statutory body established under the Virgin Islands Shipping & Maritime Act, 2023, and this procurement is being conducted in accordance with the Virgin Islands Public Procurement Act, 2021 and any other applicable procurement procedures.

VISMA is seeking to appoint a contractor that can provide a dependable, safe, and high-quality cleaning service to maintain a clean, hygienic, and professional working environment for staff and visitors.

Please find the complete RFP package enclosed. Your proposal must be structured in accordance with the requirements set out in this document. VISMA does not bind itself to accept the lowest-priced proposal or any proposal and reserves the right to reject any or all submissions, amend this RFP, or cancel and reissue the procurement without liability.

We thank you for your interest and look forward to receiving your proposal.

Should you have any questions regarding the next steps, please contact: tenders@bvimaritime.vg

Yours faithfully,

Mr. John Samuel
Managing Director
VISMA

2.0 CHECKLIST TO ACCOMPANY PROPOSAL

Proponents are to place a tick in the checkbox for each item that is included in the Proposal.

- Title Page
- Table of Contents
- Letter of Transmittal
- Police Certificates of Character (persons assigned to contract)
- Cover letter
- Company profile
- Relevant experience summary
- Three client references
- Staffing and supervision plan
- Cleaning methodology/work plan
- Health and safety information
- Insurance evidence
- Business registration
- Tax compliance evidence
- Technical Proposal
- Commercial Proposal
- Pricing Schedule (Appendix B)

3.0 INTRODUCTION & BACKGROUND

VISMA is responsible for the oversight, regulation, and development of maritime transportation, shipping operations, vessel registration, seafarer services, and related maritime activities within the Virgin Islands.

To support its operations, VISMA requires janitorial services for its office accommodation and related facilities. The objective of this RFP is to appoint a contractor that can deliver routine cleaning, restroom sanitation, waste removal, periodic deep cleaning, and related services in a structured and dependable manner.

The successful Proponent will be expected to provide the required labour, supervision, cleaning materials, equipment, and related support necessary to maintain the premises to an acceptable standard, subject to the final agreed scope and pricing.

4.0 SCOPE OF SERVICES

The selected contractor shall provide janitorial and cleaning services, including but not limited to the following:

A. Routine Cleaning

- Sweeping, mopping, and vacuuming floors
- Dusting desks, counters, ledges, and accessible surfaces
- Cleaning and disinfecting high-touch areas.
- Emptying waste bins and replacing liners
- Cleaning and sanitising restrooms
- Cleaning kitchens, pantries, and staff break areas.
- Spot cleaning of doors, partitions, and internal glass
- General cleaning of reception, offices, meeting rooms, corridors, and common areas

B. Restroom and Hygiene Services

- Cleaning and disinfecting toilets, sinks, mirrors, dispensers, counters, and floors
- Replenishing restroom consumables where included in the contract.
- Reporting any plumbing or maintenance issues observed during cleaning.

C. Waste Removal

-
- Emptying internal waste and recycling bins
 - Replacing liners
 - Transporting waste to designated disposal points
 - Maintaining waste areas in a clean condition

D. Periodic / Deep Cleaning

- Carpet cleaning
- Floor polishing, buffing, or machine scrubbing where applicable.
- Deep cleaning of restrooms and kitchen areas
- Internal window cleaning
- High dusting and other periodic cleaning services
- Any additional special cleaning services as may be requested from time to time.

E. Ad Hoc / Emergency Services

The contractor may be required to provide ad hoc or urgent cleaning services, including spill response, post-event cleaning, or after-hours cleaning, at agreed rates.

The Proponent shall clearly identify in its proposal:

- What is included in the monthly service fee,
- What is excluded.
- whether consumables are included or excluded; and
- Which services are priced separately

5.0 SITE INFORMATION AND SERVICE REQUIREMENTS

VISMA currently requires janitorial services for the following location(s):

Location	1st Floor, Ritter House
Type	Office / Administrative
Approximate Size	6045 sqft
Service Hours / Access Window	After hours (Office hours are 8:30 am to 5:00 pm)

The final service schedule will be agreed with the successful contractor, but VISMA expects Proponents to price based on the following minimum service frequencies unless otherwise stated:

Daily

- Empty bins and replace liners.
- Clean and sanitise restrooms.
- Clean pantry/kitchen surfaces
- Sweep, vacuum, and mop main areas.
- Wipe high-touch surfaces.
- Tidy reception and common areas

Weekly

- Dust accessible furniture and ledges.
- Spot clean internal glass
- Detailed cleaning of doors and frames as needed.
- Additional detailed floor and corner cleaning

Monthly / Periodic

- Deep clean restrooms and pantry areas
- High dusting
- Carpet or floor treatment where applicable.
- Any other agreed periodic tasks

Proponents shall clearly state any assumptions made regarding site size, service frequency, or consumable usage.

6.0 CONTRACTOR REQUIREMENTS

The contractor shall:

- provide sufficient trained staff to perform the services properly and consistently.
- provide appropriate supervision and a named contact person for VISMA.
- supply all necessary equipment, tools, cleaning products, and materials unless otherwise agreed.
- ensure staff are properly uniformed, identifiable, and supervised.
- comply with all applicable health and safety requirements.
- use cleaning products and practices appropriate to the premises.
- maintain suitable insurance coverage.
- provide replacement staff when regular staff are unavailable.
- treat all information and access to VISMA premises as confidential.

The Proponent shall submit:

- company profile and relevant experience.
- at least three relevant client references.
- proposed staffing and supervision arrangement.
- health and safety information.
- evidence of insurance.
- business registration and tax compliance documentation.

VISMA reserves the right to require the replacement of any personnel whose conduct or performance is unsatisfactory.

7.0 PROPOSAL SUBMISSION REQUIREMENTS

Proposals shall be submitted in two parts:

A. Technical Proposal

The Technical Proposal shall include:

- cover letter.
- company profile.

- summary of relevant experience.
- at least three client references.
- understanding of the required services.
- cleaning methodology and work plan.
- staffing and supervision plan.
- health and safety approach.
- list of key equipment and materials.

B. Commercial Proposal

The Commercial Proposal shall include:

- monthly price for routine janitorial services.
- pricing basis and assumptions.
- whether consumables are included or excluded.
- pricing for periodic deep cleaning services.
- ad hoc / emergency cleaning rates.
- any mobilisation or one-time setup costs.
- any exclusions.

Submission Format

Language	English
Currency	United States Dollars (USD)
Format	PDF submitted electronically; Technical and Commercial Proposals submitted as separate documents
Proposal Validity	Not less than ninety (90) days from the submission deadline

8.0 SUBMISSION DEADLINE OF TENDER PACKAGES

Proposals must be submitted electronically no later than:

30th April 2026 at 4:00 p.m.

Submissions shall be sent to: tenders@bvimaritime.vg

Late submissions may be rejected.

All proposals submitted will be treated as confidential, subject to applicable legal and procurement regulations.

9.0 SELECTION

The selection process will follow a structured and transparent procedure to ensure fairness, value for money, and alignment with the procurement principles outlined in the Virgin Islands Public Procurement Act, 2021 and applicable internal policies of VISMA.

10.0 EVALUATION COMMITTEE

An internal Evaluation Committee comprised of representatives from VISMA's Board, Procurement Committee, and independent subject-matter experts (as required) will review and score the proposals. The Committee will operate in accordance with all applicable rules governing confidentiality and impartiality.

11.0 EVALUATION CRITERIA

Proposals will be evaluated on a 100-point basis, using a simple weighted methodology designed to identify the proposal offering the best overall value. Only proposals that meet the mandatory submission requirements will be evaluated.

No.	Description	Max Score	Min Score	
	Technical Evaluation			
1.	Relevant Experience and References	15	50%	
	a. Experience providing comparable janitorial services	10		
	b. Quality and relevance of references	5		
2.	Methodology and Understanding of Requirements	20		
	a. Understanding of VISMA's requirements	8		
	b. Quality and practicality of the cleaning methodology	12		
3.	Staffing and Supervision	20		
	a. Adequacy of proposed staffing	10		
	b. Supervision and service management arrangements	10		
4.	Health, Safety, and Compliance	15		
	a. Health and safety approach	8		
	b. Insurance, compliance, and general suitability	7		
	Technical Total	70		
5.	Commercial Proposal	30	50%	
	a. Cost competitiveness	20		
	b. Pricing clarity and completeness	10		
	Total Combined Score	100		

Only Proponents achieving a minimum Technical Score of 49 out of 70 points (70%) will be considered for financial evaluation.

VISMA reserves the right to seek clarification from any Proponent and to invite shortlisted Proponents to meetings or discussions if required.

Financial Scoring Method

Bidders must submit a clear pricing proposal, including monthly service costs and any additional charges.

12.0 TENDER CLARIFICATION

The Evaluation Committee reserves the right to request clarifications in writing from any bidder during the evaluation phase, and to invite shortlisted firms for virtual or in-person presentations to elaborate on technical aspects of their proposals. Failure to respond to clarification requests within the timeframe specified may result in disqualification.

13.0 NOTIFICATION AND CONTRACT AWARD

Upon completion of the evaluation, the selected firm will be notified in writing and invited for contract negotiations. All other participating firms will be informed of the outcome of the evaluation process.

14.0 RIGHT TO REJECT OR CANCEL

VISMA reserves the right to:

- reject any or all proposals without incurring any liability or obligation.
- cancel or reissue the RFP at any stage prior to contract execution.
- disqualify any proposal that fails to comply with the submission requirements or is found to contain misrepresentations.

15.0 CONTRACT TERM AND GENERAL CONDITIONS

The anticipated contract term shall be:

- **Initial Term:** 2-year contract
- **Extension Option(s):** 6 months

The final contract shall include:

- agreed scope of services.
- service schedule.
- pricing and payment terms.
- performance expectations.
- insurance requirements.
- confidentiality provisions.
- termination rights.
- variation procedures; and
- general contract conditions.

VISMA reserves the right to:

- request clarifications.
- negotiate aspects of the final scope or pricing with the preferred Proponent.
- reject any or all proposals.
- cancel or reissue the RFP.

APPENDICES: RFP FORMS

APPENDIX A — VENDOR SUBMISSION FORM

Company Name: _____

Business Address: _____

Contact Person: _____

Telephone: _____

Email: _____

Business License Number: _____

Years of Experience Providing Cleaning Services: _____

Authorized Representative Signature: _____

Date: _____

APPENDIX B — PRICING SCHEDULE

The Commercial Proposal should include the following pricing format.

A. Routine Services

Description	Amount (USD)
Monthly janitorial service fee	USD [INSERT]
Monthly supervision cost (if separately shown)	USD [INSERT]
Monthly consumables cost (if included)	USD [INSERT]

B. Periodic / Deep Cleaning

Description	Amount (USD)
Carpet cleaning	USD [INSERT]
Floor polishing / machine cleaning	USD [INSERT]
Deep restroom cleaning	USD [INSERT]
Internal window cleaning	USD [INSERT]

C. Ad Hoc / Emergency Rates

Description	Amount (USD)
Additional cleaner (hourly)	USD [INSERT]
Supervisor (hourly)	USD [INSERT]
Emergency / after-hours call-out	USD [INSERT]
Post-event cleaning	USD [INSERT]

Note: Proponents shall clearly state all assumptions, exclusions, and whether consumables are included or excluded.

APPENDIX C — PROPOSAL CHECKLIST

Proponents are required to submit the following:

- Cover letter
- Company profile
- Relevant experience summary
- Three client references
- Staffing and supervision plan
- Cleaning methodology / work plan
- Health and safety information
- Insurance evidence
- Business registration
- Tax compliance evidence
- Technical Proposal
- Commercial Proposal
- Pricing Schedule

APPENDIX D — CLEANING SCHEDULE MATRIX

Area	Tasks	Frequency
Enclosed Offices (10)	Vacuum/mop floors, dust desks and furniture, empty waste bins, and sanitise high-touch surfaces	Daily
Open Workspace Areas (4)	Vacuum floors, clean shared surfaces, and sanitise desks and equipment	Daily
Conference Room (1)	Clean meeting tables and chairs, vacuum or mop floors, wipe glass surfaces	Daily / As Needed
Restrooms (3)	Clean and disinfect toilets, sinks, mirrors, countertops, mop floors, and empty bins	Daily
Lunchroom / Break Area (1)	Clean tables, countertops, sinks, appliance surfaces, refrigerator, microwave, and mop floors	Daily
Interior Glass and Doors	Clean glass partitions and doors	Weekly
Deep Cleaning	Clean baseboards, vents, and high surfaces, and perform detailed sanitation	Monthly

APPENDIX E — MINIMUM CLEANING STANDARDS INSPECTION CHECKLIST

This checklist will be used by the Virgin Islands Shipping and Maritime Authority (VISMA) to monitor the contractor's performance during the contract period.

Area	Inspection Item	Standard	Pass / Fail
Offices	Floors clean and free of debris	Floors vacuumed or mopped; no visible dirt or stains	
Offices	Desks and furniture dusted	No visible dust on surfaces	
Open Workspaces	Shared surfaces sanitized	High-touch surfaces disinfected	
Conference Room	The meeting table and chairs are clean	No stains or dust; the room is presentable	
Restrooms	Toilets and sinks sanitized	Fixtures disinfected and Odor-free	
Restrooms	Floors are clean and dry	No standing water or debris	
Lunchroom	Counters and tables cleaned	Surfaces sanitized after cleaning	
Lunchroom	Sink area clean	No food residue or debris	
Glass Surfaces	Interior glass and doors are clean	No streaks or fingerprints	

Waste Disposal	Trash bins emptied	Bins emptied and liners replaced	
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Inspector Name: _____

Date of Inspection: _____

Comments: _____

APPENDIX F — FACILITY CLEANING MAP (CLEANING RESPONSIBILITY LAYOUT)

This table outlines the cleaning responsibilities for each functional space within the VISMA office located on the 1st Floor of Ritter House.

Room / Area	Type of Space	Cleaning Responsibility
Office 1	Enclosed Office	Daily cleaning, dusting, waste removal
Office 2	Enclosed Office	Daily cleaning, dusting, waste removal
Office 3	Enclosed Office	Daily cleaning, dusting, waste removal
Office 4	Enclosed Office	Daily cleaning, dusting, waste removal
Office 5	Enclosed Office	Daily cleaning, dusting, waste removal
Office 6	Enclosed Office	Daily cleaning, dusting, waste removal
Office 7	Enclosed Office	Daily cleaning, dusting, waste removal
Office 8	Enclosed Office	Daily cleaning, dusting, waste removal
Office 9	Enclosed Office	Daily cleaning, dusting, waste removal
Office 10	Enclosed Office	Daily cleaning, dusting, waste removal
Workspace A	Open Workspace	Daily floor cleaning and surface sanitation
Workspace B	Open Workspace	Daily floor cleaning and surface sanitation
Workspace C	Open Workspace	Daily floor cleaning and surface sanitation
Workspace D	Open Workspace	Daily floor cleaning and surface sanitation
Conference Room	Meeting Space	Clean table, chairs, floors, glass surfaces
Restroom 1	Restroom	Full sanitation and cleaning daily
Restroom 2	Restroom	Full sanitation and cleaning daily
Restroom 3	Restroom	Full sanitation and cleaning daily
Lunchroom	Break Area	Clean counters, sink, tables, floors, refrigerator

Note: Vendors may propose enhancements to the cleaning schedule where necessary to maintain professional facility standards.