

GOVERNMENT OF MONTSERRAT

Invitation to Tender (ITT)



Montserrat Ferry Agency Service at Antigua Ferry Terminal, St. John's, Antigua, W.I.

**Office of the Premier
Government Headquarters
Brades
Montserrat**

September 2023

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1. INTRODUCTION

This Invitation to Tender (ITT) is supplied by the Government of Montserrat (GOM) to assist potential Bidders in the preparation and submission of Bids in connection with the **Montserrat Ferry Agency Service at the Antigua Ferry Terminal located in St. John's, Antigua, W.I.**

The ITT sets out an indicative timetable for the procurement process and provides instructions for Bidders. By participating in this Tender you are indicating your acceptance to be bound by the guidelines set out in this ITT. Bidders are required to note the following:

- Bidders are to submit their Bids in accordance with the instructions set out in the remainder of this ITT.
- This document sets out the overall timetable and process for the procurement to Bidders.
- Bidders are provided with sufficient information to enable them to submit a compliant Bid.
- The Award Criteria and the Tender evaluation process that will be used to evaluate the Bids are contained within.
- The administrative arrangements for the receipt of Bids are explained.

This ITT outlines the programmatic, budgetary, functional and aesthetic requirements which will be used in order to select the entity for this project. The entity will be selected through the open competitive procurement process.

Included are the tender documents, consisting of:

- 1) Introduction
- 2) Invitation to Tender
- 3) Instructions to Bidders
- 4) Guidance Notes
- 5) Terms of Reference
- 6) Evaluation Criteria
- 7) Form of Tender
- 8) Respondent's Identification Details
- 9) Anti Collusion Statement
- 10) Tender Checklist
- 11) Form of Contract

2. THE INVITATION TO TENDER

This is an indicative timetable and may be subject to change.

Project Details	Deliverables
ITT for The Ferry Agency Service	Date Published on Government of Montserrat Website https://tenders.gov.ms/ and www.mytenders.co.uk Friday, 22nd September 2023
Access to the ITT Suite of Documents	ITT can be downloaded from the Government of Montserrat website at https://tenders.gov.ms/ and www.mytenders.co.uk If you are intending to make an electronic submission to this tender, please register your interest on www.myTenders.co.uk at the earliest opportunity. Please ensure that you allow sufficient time to upload your documents.
Clarification deadline and contact details	Thursday, 28th September 2023 at 4:00pm (Eastern Caribbean Time) (UTC-4) Email: procurement@gov.ms
ITT submission deadline	Wednesday, 04th October 2023 no later than 12:00 midday, (Eastern Caribbean time) (UTC-4)
Tender Submission address	The Chairperson Public Procurement Board, Ministry of Finance and Economic Management, Brades Montserrat, MSR1110
Contract Commencement – this is an indicative date and may be subject to change	November, 2023

2.1 PROCUREMENT PROCESS

Potential Bidders who are interested in this opportunity are asked to submit their Bids in line with the instructions and guidance contained within this ITT.

Process after Submission of Bids

- ✓ Public Opening by Public Procurement Board (PPB) – This is usually on the same day as the submission deadline at 2:00 pm in the Human Resources Management Training Room, Upstairs HR Building, (provided that we have a quorum).
- ✓ Once the bids have been opened and information on the name of the supplier and the price of the bid is announced and recorded. The public element of the meeting is declared over.
- ✓ The bids are locked away securely.
- ✓ The bids are then passed onto the nominated evaluated team, approved by PPB.
- ✓ The evaluation can take from two (2) – six (6) weeks depending upon the number of bids received
- ✓ The evaluation team will compile a Tender Evaluation Report which will be presented to PPB for their consideration and decision.
- ✓ PPB will consider the report and recommendations and will make the final decision.
- ✓ The Procurement department will then send out outcome letters to all Bidders via email or hard copy letter if no email address is available.
- ✓ The successful bidder will be advised to contact the Permanent Secretary to arrange a meeting to sign the contract.
- ✓ No services must commence until the contract has been signed.
- ✓ There will be ongoing performance management for each contract that will feed into project completion and closure report. The performance for each contract may be used in assessing future bid submissions.

2.2 Evaluation Process

Bids submissions will be evaluated based on the following ITT Evaluation stages:

Stage 1

When evaluating ITT submissions received, we will check them to ensure that:

- ✓ they comply with all instructions
- ✓ they do not contain any qualifications or conditions,
- ✓ they are clear and comprehensive, and
- ✓ they are valid and complete

Submissions that are not complete will be eliminated and not considered further.

Stage 2

The submissions who meet all the requirements assessed under Section 6 will now have their Operations, Technical and Financial Proposals evaluated.

If the GoM needs to clarify any points, questions will be submitted in writing to the potential Bidder via email, who will also be required to respond in writing.

Stage 3

Following the outcome of Stage 2, and any clarification(s), the GoM will re-moderate the quality scores if applicable and recommend to PPB that an award be made to the organization that has achieved the maximum score.

3. INSTRUCTION TO BIDDERS

Bidders should read these instructions carefully before completing the Bid and submitting a bid. Failure to comply with these requirements for completion and submission of a Bid may result in the rejection of the Bid. Bidders are advised therefore to acquaint themselves fully with all the provisions of this document.

3.1 Authorities

The Authority concerned with this Tender is the Office of the Premier on behalf of the Government of Montserrat. The procurement procedure will be managed in accordance with GOM's Procurement Regulations, a copy of which can be found at <https://www.gov.ms/wp-content/uploads/2021/04/SRO-No-27-of-2019-Public-Finance-Management-and-Accountability-Proc....pdf>

3.2 Disclaimer

The information contained in this document is believed to be correct at the time of issue but neither GOM nor their advisors will accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. GOM reserves the right to amend or vary any area of this document during the course of the procurement.

No information contained in this ITT or in any communication made between the GoM and any potential Bidder in connection with this ITT shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered in accordance with this ITT. The GoM reserves the right, subject to the appropriate procurement regulations, to change without notice the basis of, or the procedures for, the competitive tendering process or to terminate the process at any time. Under no circumstances shall the GoM incur any liability in respect of this ITT or any supporting documentation.

The GoM reserves the right to cancel the tender process at any point. The GoM is not liable for any costs resulting from any cancellation of this tender process or for any other costs incurred by those tendering for this Contract.

You are deemed to understand fully the processes that the GoM is required to follow under relevant Procurement Regulations 2019.

- ✓ The GoM is not making an offer to enter into a contractual relationship by issuing tender documents.
- ✓ The GoM is under no express or implied obligation to invite or evaluate Bids from any or all of the companies who respond to this contract notice with a Bid submission.
- ✓ The issue of the tender documents does not imply any representation by the GoM as to the candidate's financial stability, technical competence or ability in any way to carry out the services/works. We reserve the right to return to these matters as part of the evaluation process.
- ✓ The laws of Montserrat shall apply for the purposes of all proceedings relating to this procurement process and any contract awarded pursuant thereto.

Potential Bidders are requested to note that wherever in the ITT there is a reference to the proprietary name of a service or qualification, or to a specific standard, alternative services or qualifications or standards will be acceptable provided the Potential Bidders can demonstrate that the service, qualification or standard is at least equivalent in quality and specification to the named service, qualification or standard and that the alternative meets all of the GoM's requirements to the Authorities satisfaction.

3.3 **Confidentiality**

All information provided in this document, particularly financial information, shall remain confidential between the organisation and GOM and its advisers. GOM will not share this information with any other organisations or Public Bodies without the permission of the organisation. Similarly, organisations must treat all information provided by GOM and its advisers as confidential.

Respondents are required to respect the confidentiality of the process and must not seek to gain advantage by discussing this process or any potential bid with the Press, any UK or GOM official involved in the process or the United Kingdom Foreign, Commonwealth and Development Office (FCDO). Under no circumstances should direct contact be made with anyone else regarding this process without the prior arrangement or agreement of the GOM Head of Procurement. Failure to observe this confidentiality may result in disqualification from the tender process.

All information supplied by the Contracting Authority in connection with this ITT shall be regarded as confidential except that such information may be disclosed for the purpose of obtaining sureties and quotations necessary for the preparation of responses to this Invitation to Tender.

3.4 **Communication and clarification**

All communications during the procurement process must be made in writing and be sent by email to:

Name	Alfredo Landaeta
Title	Head of Procurement
Email	procurement@gov.ms

Depending on the requirements of Bidders, GOM is willing to reconsider the stated deadlines to allow a further round of requests for clarification if required. During the procurement process it is up to bidders to check the GoM website (<https://tenders.gov.ms/>) for updates.

In completing Tender submissions and/or requesting clarification, Bidders must refer back to the numbering format/section as set in the ITT.

Direct or indirect canvassing of any GoM or, public sector employee or agent by any potential Bidder concerning this requirement, or any attempt to procure information from any GoM or, public sector employee or agent concerning this ITT may result in the disqualification of the potential Bidder from consideration for this requirement.

3.5 Participation

Bids must be submitted by, or on behalf of, the proposed bidder of the services/works. No change in the identity or composition of the Bidder (including the identity or composition of any partner in a consortium or of any sub-contractor to the Bidder) is permitted during the procurement process unless GOM has given its prior approval in writing.

3.6 Conflict of interest

Each Bidder shall make full disclosure of any actual or potential conflict of interest arising from any existing business or personal relationships with any of the following (each, a “Conflicted Person”):

- (i) any employee of the Government of Montserrat,
- (ii) any member of the Government of Montserrat,
- (iii) any family member of any such employee, or
- (iv) any business entity controlled by or otherwise not at arm’s length to any one or more of any such employee, or family member.

Without limiting the foregoing, details should be provided of any direct or indirect pecuniary interest of any conflicted person in the supply of the services contemplated by this ITT.

Disclosure of any such actual or potential conflict of interest shall be made in writing with the Bidder’s response.

3.7 Contract Term

The duration of the contract is expected to run from 02nd November 2023 to 31st March 2024, with the possibility of extending for two (2) weeks.

3.8 Contract Award

GOM will award a contract on the basis of the award criteria detailed within **Section 6** below (Evaluation of Bids) of this document.

Once GOM has reached a decision in respect of a contract award, it will notify all Bidders of that decision before entering into any contract.

Contract award is subject to the formal approval process of GOM through the Public Procurement Board. Until all necessary approvals are obtained no Contract will be entered into.

3.9 Ownership of Material

Any studies, reports, designs or other material, graphic, software or otherwise, prepared by the Contractor for the Client under the Contract shall belong to and remain the property of the Client (Government of Montserrat). The contractor may retain a copy of such documents and software.

All documents submitted by Bidders in response to this ITT are to remain the property of the Government of Montserrat.

3.10 Limitation of Liability

The Government of Montserrat will have no liability to any person or entity for any damages, including, without limitation, direct, indirect, special or punitive damages, arising out of or otherwise relating to this ITT, the Bidder's participation in this ITT process or the Government of Montserrat's acts or omissions in connection with the conduct of this ITT process. This limitation applies to all possible claims by a Bidder, whether arising in contract, tort, equity, or otherwise, including, without limitation, any claim for a breach by the Government of Montserrat of a duty of fairness or relating to a failure by the Government of Montserrat to comply with the terms set forth in this ITT.

3.11 Contract Requirements

The Terms of Reference at Section 5 details the required Service level activities, performance expectations and overall GoM requirement. The Potential Bidder shall be required to confirm their ability to meet the Terms of Reference through the submission of relevant details in fulfilment of the Evaluation Criteria on **Section 6**.

The Potential Bidder shall be expected to agree to the Contract Terms and Conditions prior to contract commencement.

The Potential Bidder's terms of business will not be accepted in lieu of or in addition to the Contract Conditions forming part of this ITT.

3.12 Tax Obligations

If locally based, the Bidder must submit a valid Tax Compliance Certificate from Inland Revenue along with the bidding documents. In the case of a sole trader, the tax compliance certificate should be issued in that individual's name. However, where the sole trader is trading using a business name, the tax compliance certificate should be issued in the business name. In the case of a company, the tax compliance certificate should be issued in the name of the Company". It is therefore incumbent on the bidder to ensure that the tax compliance certificate is issued in the correct name. Diligent checks will be made with the Inland Revenue Department and the Financial Services Commission to verify the accuracy of certificates. Bids received with improper tax compliance certificates would be rejected.

All Services undertaken will be the subject of taxation in accordance with the current legislation. Except in cases where there is an exemption from tax, of which proof must be provided; residents of Montserrat for tax purposes are subject to tax on the profits from this project while non-residents are liable to a **20% Withholding Tax deduction from the gross amount**. Please take into consideration your tax obligations and liabilities to the Government of Montserrat. For further information please contact Montserrat Customs & Revenue Service (MCRS) via email at irev@gov.ms.

3.13 SUBMITTING A TENDER (BID)

Submission Instructions

Bidders should read these instructions carefully before completing and submitting a bid. Failure to comply with these requirements for completion and submission of a Bid may result in the rejection of the Bid. Bidders are advised therefore to acquaint themselves fully with all the provisions of this document.

The priced information submitted in the Form of Tender must include, (but should not be limited to cover) all the cost essential to **Montserrat Ferry Agency Service at the Antigua Ferry Terminal, St. John's, Antigua, W.I.**

There are **two (2) options** for submitting a tender:

1. **Electronic tender packs** can be downloaded, completed and submitted via the www.mytenders.co.uk portal. If you are intending to make an electronic submission to this tender, please register your interest on my Tenders at the earliest opportunity. Please ensure that you allow sufficient time to upload your documents.
2. **Hard copies** can be submitted by hand – Please follow the instructions set out below: You will need two (2) plain envelopes for the Tender submission. You must follow these instructions. Failure to do so may result in the tender being non-compliant and not considered any further.

Envelope 1.

Follow the steps written below:

- a. Write the name of the Bidder (Bidder, Supplier) on this envelope.
- b. Write the name of the project and the address on the envelope as written below:

Invitation to Tender for to Montserrat Ferry Agency Service at the Antigua Ferry Terminal, St. John's, Antigua, W.I.

The Chairperson
Public Procurement Board
Ministry of Finance and Economic Management
P.O. Box 292
Brades
Montserrat, MSR1110

- b. Now put this envelope into another plain envelope (Envelope 2)

Envelope 2

Continue following the steps below:

Envelope 1 should now be inside this envelope (Envelope 2), seal the envelope and then write the Project Title and address for Tender return:

Invitation to Tender to Montserrat Ferry Agency Service at the Antigua Ferry Terminal, St. John's, Antigua, W.I.

The Chairperson
Public Procurement Board
Ministry of Finance and Economic Management

P.O. Box 292
 Brades
 Montserrat, MSR1110

NB: Envelope 2 must not have the Bidder's name on it or any other markings.

Failure to comply with this requirement will lead to your submission being deemed non-compliant and not considered any further.

Bids are to be delivered to the address above by **12:00 midday (Eastern Caribbean time) (UTC- 4) on Wednesday, 04th October 2023.**

Bidders will be given a receipt.

4. GUIDANCE NOTES

Bidders should read these instructions carefully before completing the Bid and submitting a bid. Failure to comply with these requirements for completion and submission of a Bid may result in the rejection of the Bid. Bidders are advised therefore to acquaint themselves fully with all the provisions of this document.

1. GOM reserves the right to amend or terminate the procurement procedure or change the timings outlined in this ITT.
2. The GoM reserves the right to issue additional documentation at any time during the tendering process to clarify any issue or amend any aspect of the ITT. All such further documentation that may be issued shall be deemed to form part of the ITT and shall supplement and/or supersede any part of the ITT to the extent indicated.
3. Potential Bidders must obtain for themselves at their own expense all information necessary for the preparation of their Bids.
4. Under the Contract the GoM will require compliance with its policies. Potential Bidders are advised to satisfy themselves that they understand all the requirements of the service requirements and Contract before submitting their Tender. Where additions or amendments are made to the clauses included in the Supply of Services Agreement and are issued during the tendering process they shall supplement and/or supersede previous versions
5. Any changes to the procurement timetable shall be published as an Addendum on both websites; GoM and myTenders.
6. The Montserrat General Conditions of Contract will be adopted for this Contract as included below. Bidders are advised to satisfy themselves that they understand all the requirements of the Contract before submitting their Tender.
7. Bidders are to provide all document or information requested as part of their tender submission. Bidders must obtain for themselves at their own expense all information necessary for the preparation of their Bids.
8. Bidders must complete, sign and return Tender Submission Check List, with all the required documents to constitute a compliant Bid. Failure to comply with this requirement will lead to bids being deemed non-compliant and failing to pass the administrative compliant stage. (Stage 1).

9. Bidders are to provide all document or information requested as part of their tender submission. Bidders must obtain for themselves at their own expense all information necessary for the preparation of their Bids.
10. Bids must be returned in line with the instructions for submitting a Tender. Late submissions will not be considered.
11. All Bids will be arithmetically checked; any errors will be brought to the Bidders attention. The rates supplied would be the basis for the arithmetic correction and would be the determining factor for any queries about the corrected price.
12. Bidders are not permitted to submit alternative Bids.
13. The Government of Montserrat is not bound to accept the lowest Bidder and has the right to accept and reject any tender offers.
14. Validity Period - The bids must remain valid for acceptance for a minimum of **one hundred and twenty (120)** days after the submission deadline, to allow time for evaluation, selection and any unforeseen delays. Should circumstances arise that require an extension to this period, we will seek to do this in writing.
15. Bids must be completed in the English language or a full English translation provided at no cost to the GoM.
- 16. Tenders must be expressed in Eastern Caribbean Dollars (XCD) excluding any taxes.**
17. The submission will be checked for completeness and compliance before responses are evaluated.
18. Any signatures must be made by a person who is authorised to commit the potential Bidder to the Contract.
19. This ITT is made available in good faith. No warranty is given as to the accuracy or completeness of the information contained in it and any liability or any inaccuracy or incompleteness is therefore expressly disclaimed by the GoM and its advisers.
20. Where Potential Bidders believe that they are unable to submit a Tender through the electronic system or deliver a hard copy or require assistance or further information to be able to use the myTenders portal, they must contact the GoM via email no later than four (4) calendar days before the Tender submission due date, to enable any technical queries to be investigated and resolved.
21. The GoM may wish to undertake a site audit on your premises, to clarify any aspect of your tender submission. Following the site visit, the GoM reserves the right to re-moderate the scores given to your submission.
22. Neither the contract nor any Service to be performed under the contract or any part hereof may be assigned by the successful Bidder without the prior written consent of the Government of Montserrat. Such written consent however shall not under any circumstances relieve the successful Bidder of its liabilities and obligations under the Contract and the granting of such consent shall be within the sole and unfettered discretion of the Government of Montserrat.
23. Health and Sanitation: All local health and sanitation requirements must be met at all times. This should include the wearing of gloves, hair coverings and aprons by staff, if required by local health ordinance and laws. Local COVID 19 regulations/protocols must be adhered to. The highest standards of sanitation must be maintained throughout the contract period.

24. Additional Information

24.1 **Environmental Issues**

The GoM is committed to the protection of the environment and the promotion of sustainable environmental development. Potential Bidders should note the various obligations contained within the Contract, which will ensure that the successful potential Bidder will provide the Contract in a non-detrimental manner to the environment.

24.2 **Equalities & Diversity**

The GoM is committed to providing its services in a way, which promotes equality of opportunity at every possibility. It is expected that the successful Potential Bidder will be equally committed to equality and diversity in its service provision and will ensure compliance with all anti-discrimination legislation.

Potential Bidders should note that the successful potential Bidder would be asked to contract with the GoM to ensure that they adhere to these obligations and that the GoM will be able to monitor its compliance throughout the Contract Period. The GoM expects each Potential Bidder to state whether they would agree to be bound by such contractual obligations.

24.3 **Sub-Contracting and Consortia Arrangements**

Where a sub-contracting approach is proposed, all information requested should be given in respect of the prime contractor.

Where sub-contractors will play a significant role in the delivery of the services or products under any ensuing contract, please indicate in a separate Annex (by inserting the relevant Company/Organisation name) the composition of the supply chain, indicating which member of the supply chain will be responsible for the elements of the requirement.

It is recognized that arrangements in relation to sub-contracting may be subject to future change. However, potential Bidders should be aware that where sub-contractors are to play a significant role, any changes to those sub-contracting arrangements may constitute a material change and therefore may affect the ability of the potential Bidder to proceed with the procurement process or to provide the goods and/or services.

If the potential Bidder bidding for a requirement is a consortium, the following information must be provided:

- full details of the consortium; and
- the information sought in respect of each of the consortium's constituent members as part of a single composite response.

Potential Bidders should provide details of the actual or proposed percentage shareholding of the constituent members within the consortium in a separate Annex. If a consortium is not proposing to form a corporate entity, full details of alternative proposed arrangements should be provided in the annex. However, please note the GoM reserves the right to require a successful consortium to form a single legal entity.

The GoM recognises that arrangements in relation to consortia may (within limits) be subject to future change. Potential Bidders should therefore respond in the light of the arrangements as currently envisaged. Potential Bidders are reminded that any future proposed change in relation to consortia must be notified to the GoM so that it can make a further assessment by applying the selection criteria to the new information provided.

24.4 Sustainability

The GoM has a statutory requirement to ensure compliance with a number of corporate considerations when providing its services either directly or via a third party. Consequently, the GoM is looking for a commitment within Bids to assist the GoM in the following duties: Health and Wellbeing; Our Local Economy; Smarter Travel Environmental Issues

Potential Bidders should note that the successful Potential Bidder would be asked to contract with the GoM to ensure that they adhere to these obligations and that the GoM will be able to monitor its compliance throughout the Contract Period. The GoM expects each Potential Bidder to state whether they would agree to be bound by such contractual obligations.

24.5 Developing the Local Economy

The sustainable development goal places an obligation on Government of Montserrat to consider how what is being procured will improve the economic, social and environmental well-being of our people.

24.6 Bidder Performance

The selected Bidder may be evaluated throughout the course of service delivery in connection with any specific work or projects undertaken as a result of any agreement entered into between any Bidder and the Government of Montserrat. The Government of Montserrat may also conduct periodic reviews/assessments of any selected Bidder, taking into consideration, in addition to specific work related to the project undertaken by the Bidder, ongoing Bidder staff qualifications, experience, training, and staff changes. Any evaluation/assessment will be shared with the Bidder, with the goal of immediate and permanent resolution where concerns have been raised. The Government of Montserrat reserves the right to remove from the roster any selected Bidder who has been qualified by this ITT process by way of written notice if, in the sole discretion of the Government of Montserrat, based on any on-going or specific evaluation or assessment of the Bidder or its performance of any work, it is deemed to be in the Government of Montserrat's best interests.

24.7 Payments and Deposits

Invoices will be paid within twenty-eight (28) days from the approval date of the invoice.

24.8 Insurance and other responsibilities for the successful bidder

- (a) The successful Bidder shall supply insurance coverage and pay all costs and expenses, including premiums relating to the insurance coverage requirements as set out herein, and shall supply the Government of Montserrat with a certificate of insurance for all policies. Such policies will include a statement that the coverage shall not be terminated without a prior thirty (30) day written notice to the Government of

Montserrat (if applicable). The successful Bidder shall carry at all times during the performance of the work a Professional Indemnity Insurance (workmen compensation insurance).

- (b) The successful Bidder or their insurer will notify the Government of Montserrat at least thirty (30) days prior to any change in insurer, any cancellation of the insurance policy, or any substantial change in the policy or coverage that would materially alter the coverage provided by the successful Bidder to the Government of Montserrat. (if applicable).

24.9 Indemnification

The successful Bidder agrees to indemnify and save harmless the Government of Montserrat, its councillors, officers, agents, representatives, and employees, against all suits or claims, requests, legal action and liability regardless of the nature and expenses sustained from injuries or death or any damages or loss to property as a result of the usage of premises or in the execution of the successful Bidder functions arising from this contract except to the extent of the Government of Montserrat's gross negligence.

At no time will the Government of Montserrat be responsible for any injury sustained by the successful Bidder, their employees or any person on the Government of Montserrat's premises, nor will the Government of Montserrat be responsible for any loss, including loss of profits or damage caused to the goods of the successful Bidder, their employees or any other person, including damage to vehicles and their contents, while these goods are on the Government of Montserrat's premises or site.

The Government of Montserrat shall not be liable for any incidental, indirect, special or consequential damages or any loss of use, revenue or profit of the Successful Bidder arising out of or in any way related to this ITT or subsequent contract.

5. TERMS OF REFERENCE

5.1 OBJECTIVES:

The Government of Montserrat's objectives for the Montserrat Ferry Agency Service at the Antigua Ferry Terminal, St. John's, Antigua, W.I. are, as follows:

- to provide excellent customer service to passengers who travel between Montserrat and Antigua via ferry;
- act as an intermediary, liaising with stakeholders, to include Customs, Immigration, Port Authority and Ferry Operator, and;
- to provide small to medium cargo handling services at the port of entry.

5.2 AGENCY SERVICES:

The Agent will be expected to undertake the following responsibilities:

1. advise of Schedule and facilitate booking of trip(s) for customers;
2. organize the collecting of cash payments from passengers and non-passengers who may wish to move cargo using the Service from and to Montserrat;
3. establish adequate measures for accounting and security of revenue and deposit or transfer all revenue collected in relation to the Service to the Treasury Department or agreed financial institution and designated bank account;
4. arrange boarding and check-in of passengers and processing of cargo. The Agent shall consult with the ferry Captain who shall decide whether the passenger and cargo load and sea conditions permit safe operation of the ferry service;
5. be responsible for the making of arrangements to accommodate late arrival of passengers from international flights into V C Bird International Airport, whenever necessary. The Agent may delay the ferry's departure for no more than one (1) hour and must receive the approval of the Access Coordinator or the Permanent Secretary for any period beyond the hour;
6. complete all berthing applications, clearance and other documentation required to facilitate the accommodation of the ferry and its activities;
7. handle and transfer passengers' accompanying baggage to and from the passenger terminal, including storage at close of operations;
8. observe all passengers and bring any observation(s) and security risks that may affect the safety of other passengers and the ferry operations to the attention of Port Security Service;
9. inform the Customs, Immigration and the Port Authorities about all relevant matters pertaining to the Service and at all times represent the interest of the Government of Montserrat and maintain good relations with the Montserrat and Antigua and Barbuda authorities, and;
10. provide the Access Coordinator or his designate (Access Assistant) with regular updates on all aspects of the Service, to ensure smooth operations and/or resolution of issues;

5.3 PROFESSIONALISM AND PERFORMANCE EXPECTATIONS:

The Agent will be expected to:

1. provide proficient and motivated staff, who are committed to delivering a high standard of service;
2. respond to telephone and email enquiries promptly and within one (1) day;
3. complete ticketing/check-in procedures 30 minutes, prior to the departure of the ferry;
4. exercise good judgement when dealing with passengers arriving late for check-in, due to flight delays or any other justifiable reason, and;
5. offer appropriate assistance for passengers with a range of disabilities and special requirements.

5.4 SERVICE AND PASSENGER ACTIVITY LEVELS:

1. It is envisaged that the ferry will operate up to six (6) days per week with an AM departure from Montserrat and an evening departure from Antigua. On select days, based on demand, multiple trips may be scheduled.
2. An estimated twenty-four (24) to twenty-six (26) returned journeys are projected per month, with increased journeys during peak months of December and March.
3. The average directional load per journey during the March peak period [March 9-19, 2024] from MNI to ANU and ANU-MNI of seventy-five (75) to one hundred and twenty-five (125) passengers per journey.
4. Online booking is available up to one (1) hour before departure after which all customers will need to buy their tickets from the Agent for departure.
5. Check-in time starts ninety (90) minutes before departure.
6. Agents are required to provide telephone services which will keep customers updated on current information, assist with delays and general activities of the service.
7. Agents will be required to sell tickets outside check-in hours and must indicate the arrangements to meet this obligation in their Operations Proposal.

6. EVALUATION CRITERIA

The following evaluation criteria will be used to evaluate Bids received in response to this Invitation to Tender. The Administrative Compliance would be applied before the remaining criteria and is either pass or fail with failure meaning that bids would be deemed Non-compliant. Subsequent to passing the Administrative Compliance, **bids will be evaluated over a total of 100 %.**

EVALUATION CRITERIA	WEIGHTED SCORE %
Administrative Compliance (See Section 6.1)	PASS/FAIL
<i>The Operations, Technical and Financial Proposals will be evaluated over a total of 100 %.</i>	
OPERATIONS PROPOSAL: (See Section 6.2) Responsiveness to this ITT, in relation to: • Staffing • Operational Management Plan • Financial Management System	10%

TECHNICAL PROPOSAL: (See Section 6.3) (i) Background and Company Profile (ii) Description of similar Experience, including – • experience of managing large numbers of passengers and customer travel; • experience providing customer feedback and dissemination of information; • experience of providing agency services to include the use of an online booking system, and; • experience with landside port operations and related protocols. (iii) Safety and Risk Mitigation Plan	50%
FINANCIAL PROPOSAL (See Section 6.4) Financial Proposal – detailed breakdown of costs	40%
	100%

6.1 **Administrative Compliance (PASS/FAIL)**

Bidders must submit all the documents requested in the Tender Checklist:

- Completed and signed **Form of Tender**
- A valid Tax Compliance Certificate must accompany the submission, (if company is registered in Montserrat)
- Completed and signed Respondent's Identification details
- Completed and signed Anti-Collusion Certificate
- Operations Proposal
- Technical Proposal
- Financial Proposal

This is a **PASS/FAIL** criterion. If all the above requirements are fulfilled, then the Bidder would move onto the next stage of the evaluation. If any of the above-mentioned items are not submitted, then the Tender would be deemed non-compliant and rejected.

6.2 **Operations Proposal (10%)**

Bidders need to provide specific details, in relation but not limited to:

- Staffing – Present an Organizational chart showing key staff, positions and Job Titles;
- Submit copies of CV for person in charge of the operation. The CV must be signed and dated.

- Operational Management Plan should include operational hours; co-ordination and reporting mechanisms with the Access Division, Montserrat; arrangements to be made for customer support especially for those with physical disabilities, and;
- Financial Management System – collection, deposit and reporting of revenue. Tenderer to indicate name and version of any accounting software used, if applicable.

6.3 **Technical Proposal (50%)**

Bidders need to provide specific details, in relation to:

- (i) Background and company profile
- (ii) Description of similar Experience, including – (Please fill out **Table 1** below)
 - experience of managing large numbers of passengers and customer travel;
 - experience providing customer feedback and dissemination of information;
 - experience of providing agency services to include the use of an online booking system, and
 - experience with landside port operations and related protocols.
- (iii) Safety and Risk Mitigation Plan
 - Outline the safety plan for the agency operations to include for persons with identified disabilities;
 - Outline the risks along with the mitigating measures involved in providing ferry agency services.

Table 1

Start Date or Date of Award	End of contract Date	Description of Services	Name of Client	Total value of Contract

6.4 **Financial Proposal (40%)**

Bidders must complete the Form of Tender and submit with their tender submission. A detailed breakdown of monthly and total costs associated with operating the agency services must be submitted with the Bid.

The tender price is a significant factor and the Government of Montserrat will seek to ensure that the works are undertaken at the most economically advantageous price.

However, there are other factors which comprise the criterion and these will be considered proportionately. Government of Montserrat is not bound to accept the lowest or any tender. However, there are other factors as listed in the criterion description for evaluation and these will be considered proportionately.

The percentage for this criterion will be calculated proportionately in comparison to other price submissions from Bidders using the formula below.

For example, if the price element is worth 50%:

(A)=Lowest Price

(B) =Higher Price X 50%

A = 10000

B = 14000 X 50% = B's score is 35.71%

7. FORM OF TENDER

The Chairperson
Public Procurement Board
Ministry of Finance and Economic Management
Brades
Montserrat, MSR1110

Dear Sir/Madam

**Re: TENDER FOR MONTSERRAT FERRY AGENCY SERVICE AT ANTIGUA FERRY
TERMINAL, ST. JOHN'S, ANTIGUA, W.I.**

I/We the undersigned undertake to provide the Services, according to the Terms of Reference for the sum of:

EC\$

(words).....,,.....

.....

If my/our tender is accepted, I/We provide the Services, according to the Terms of Reference from the date of receipt by me/us of the official order.

I/We understand I/We shall not be reimbursed for any cost that may have been incurred in compiling this tender.

I/We confirm this tender shall remain valid for a period of **one hundred and twenty (120) days** from the date of submission of this Tender.

Name.....

Signed.....

Name of firm (If Registered)

Address.....

Tel. nr..... Fax nr.....

Email.....

Date.....

8. BIDDER'S IDENTIFICATION DETAILS FORM

A	PERSONAL INFORMATION		
BUSINESS NAME:.....REGISTRATION NUMBER.....			
BUSINESS ADDRESS:.....			
.....			
CONTACT PERSON:.....POSITION:.....			
TELEPHONE NUMBER(S):.....WEBSITE:.....			
EMAIL ADDRESS:			
B	QUESTIONNAIRE		
1	Your entity operates as which one of the following?	☒	Tick the applicable response
		☐	Sole Proprietorship
		☐	Partnership
		☐	Limited Liability
		☐	Others
2	How many years has your entity been in operation?	☐	(0-1)
		☐	(1-3)
		☐	(3-5)
		☐	(5-10)
		☐	(10 & Over
3	Number of Employees within your entity?	☐	(1-5)
		☐	(6-10)
		☐	(11-15)
		☐	(16 & Over)
		4	How many similar contracts has your entity successfully completed in the last seven (7) years?
☐	(4-6)		
☐	(7-9)		
☐	(10 & Over)		
5	What is the highest sum of any of the contracts completed in the last seven (7) years?		
		☐	(101-200)K
		☐	(201-400)K
		☐	Over 400K
		6	Has your entity failed to complete a contract for a public or private entity?
☐	NO		
C	SIGNATURE		
I hereby certify that the information outlined in this document is true and accurate to the best of my knowledge and belief. I understand that any false statement may result in a denial of a contract and possible debarment from future prospects.			
.....			
(Signature of Business Representative)			
.....			
Date			
Business Name/Stamp			

9. GOVERNMENT OF MONTSERRAT

TENDER SUBMISSION ANTI-COLLUSION CERTIFICATE

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:

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

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 OR OTHERWISE COLLUDE WITH ANY PERSON WITH THE INTENT OF PREVENTING OR RESTRICTING FULL COMPETITION

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.

I/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 GOVERNMENT OF MONTSERRAT SHALL TREAT ANY TENDER RECEIVED IN CONFIDENCE BUT RESERVES THE RIGHT TO MAKE THE SAME AVAILABLE TO ANY OTHER FUNDING ORGANISATION OR STATUTORY 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 ANY BODY 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.

SIGNATURE..... IN CAPACITY OF

DATE.....2023

DULY AUTHORISED TO SIGN TENDERS AND ACKNOWLEDGE THE CONTENTS OF THE ANTI-COLLUSION CERTIFICATE FOR AND ON BEHALF OF:

NAME OF FIRM.....

FULL POSTAL ADDRESS.....

TELEPHONE No..... FAX No

10. TENDER CHECKLIST

Project Title: Montserrat Ferry Agency Service at the Antigua Ferry Terminal, St. John's, Antigua, W.I.

Date advertised: Friday, 22nd September 2023

Clarification Deadline: Thursday, 28th September 2023

Tender Deadline Date: Wednesday, 04th October 2023

Tender Deadline Time: 12:00 midday Eastern Caribbean time, (GMT – 4)

Below are the following documents that should be provided for a contractor's bid to be valid. Bidders are asked to supply and tick off the following information. Failure to provide any of the stated documents will result in the bid being considered non-compliant and rejected.

The below documents should be presented with their bid to ensure that their bid is valid.

- Signed Form of Tender ☐
- Valid Tax Compliance Certificate, (only for businesses registered in Montserrat) ☐
- Completed and Signed Anti-Collusion Statement ☐
- Completed and Signed Respondent's Identification Details ☐
- Operations Proposal ☐
- Technical Proposal ☐
- Financial Proposal ☐

.....

Signed on behalf of Service Provider

.....

Date

11. Form of Contract Agreement

AGREEMENT

Between

GOVERNMENT OF MONTSERRAT

And

.....

FORM OF CONTRACT AGREEMENT

FORM OF AGREEMENT
ISLAND OF MONTSERRAT

This Agreement is made the..... day of.....**2023** between the **GOVERNMENT OF MONTSERRAT** having its headquarters at Government Headquarters, Brades, Montserrat acting herein and represented by **Office of the Premier** (hereinafter referred to as “**GOM**”) of the one part andwhose address is acting herein and represented by (hereinafter referred to as “**the Supplier**”) of the other part.

WHEREAS the Government of Montserrat is desirous of carrying out the following services for the **Supply and Delivery of Montserrat Ferry Agency Service at the Antigua Ferry Terminal, St. John’s, Antigua, W.I.** and WHEREAS the Supplier offered to perform this task as a contract price of dollars (**EC\$.....00**), as full consideration for the Services performed by the Supplier under the terms of this Contract, the **GOM** will pay the fees as outlined within twenty-eight (28) days of receipt of an invoice, payable against original invoices delivered to the **GOM** by the Supplier.

1. INTERPRETATION

1.1. In these conditions the following terms shall have the following meanings: -

The Contract means the agreement concluded between the **GOM** and the Supplier,, including all specifications which are described and attached hereto to include the tender instructions, scope of works and other documents which may be incorporated or referred to herein;

The Contracting Authority means the Government of Montserrat **GOM**.

The Contract Price means the gross price to be paid by **GOM** and the method of payment of the Contract Price shall be agreed between the parties.

The Service means the provision of Ferry Agency Services.

The Services means all work which the Supplier is required to undertake in the performance of this contract to **provide Ferry Agency Services**.

The Specification means the **GOM’s** requirements for to **Montserrat Ferry Agency Service at the Antigua Ferry Terminal, St. John’s, Antigua, W.I.** details of which have been provided in this tender document.

The Supplier means the company/ companies/ individuals that have responsibility for carrying out the requirements of the contract.

2. CONTRACT DOCUMENTS

The following documents attached hereto shall be deemed to form an integral part of this Contract:

- (a) The Agreement (This document)
- (b) Schedule 1 – Service Deliverables
- (c) Supplier’s Operations, Technical and Financial Proposals

3. DELIVERABLES

3.1 The Supplier agrees to perform the Services of Ferry Agency Service in accordance with **Schedule 1** of this Agreement.

4. VARIATIONS OF CONDITIONS

The Ferry Agency Services **outlined** in the Terms of Reference shall be carried out in accordance with these Conditions and requirements and no amendment or variation either to the terms and conditions or to the requirements shall be made unless agreed in writing between the parties and incorporated into this Agreement.

5. NON-DELIVERY

Without prejudice to any other right or remedy, should the Supplier not deliver the Services or any portion thereof within the time or times specified in the Contract, except in cases of force

majeure and subject always to the receipt of written notice within five (5) days of the force majeure event relied on or if the Services are delayed due to events outside of the Supplier's control, in which case the Supplier shall be entitled to a fair and reasonable time for such delay, then:

- 5.1 The **GOM** shall be at liberty to determine the Contract and to procure services of the same or similar description from another Supplier to make good such default; and,
- 5.2 The **GOM** shall recover from the Supplier any sum or sums paid to the Supplier in respect of the services. Also, the **GOM** shall be able to recover from the supplier any increased costs resulting from obtaining supplies from an alternative supplier.

6. PAYMENT

- 6.1 As full consideration for the Services performed by the Supplier under the terms of this Contract, the **GOM** will pay the Supplier a Sum**dollars (EC\$.00)** inclusive of any relevant taxes and fees as outlined; within twenty-eight (28) days of receipt of an invoice. This sum is payable against original invoices delivered to the **GOM** by the Supplier, provided that **GOM** shall give notice in writing of its intention not to pay such fee and provide the relevant reason where:
 - a. The Supplier has failed to carry out Services, or has inadequately carried out Services required by this Contract to be carried out and has not remedied such failure or deficiency within a reasonable time;
 - b. The Supplier, by act or omission has caused damage to personnel or property of the **GOM** or any third party;
 - c. There is a breach of any other provision of this Contract; and upon giving such notice the **GOM** may withhold payment accordingly.
- 6.2 **GOM**, whenever under the Contract any sum of money shall be recoverable from or payable by the Supplier, the same may be deducted from any sum then due or which at any time thereafter may become due to the Supplier under the Contract as a debt, providing that such sum is agreed by the parties as recoverable by GOM or has been fully ascertained and substantiated.
- 6.3 If any fee or portion thereof payable under this Agreement shall be unpaid twenty-eight (28) days after receipt of an original invoice in respect of such fee, the Supplier may give notice to the **GOM** requiring the **GOM** to pay such fee or part thereof and if the **GOM** shall fail to comply with such notice, the Supplier may terminate or suspend this Contract immediately. Nothing stated in this provision shall operate to impair the right of the Supplier to recover any such fee in any other manner.
- 6.4 Any payment made after the due date for payment shall attract interest at a rate of 2% per centum.

7. INDEMNITY AND INSURANCE

- 7.1 Supplier shall be liable for and shall indemnify the **GOM** against any liability, loss, costs, expenses, claims or proceedings whatsoever arising under any statute or common law in respect of: -
 - 7.1.1 Any loss of or damage to property (whether real or personal) caused by the Supplier, its servants or agents; and
 - 7.1.2 Any injury to any person including injury resulting in death, in consequence of or in any way arising out of any negligent act or omission which may arise in the performance of the Contract by or on behalf of the Supplier except insofar as such loss, damage or injury shall have been caused by negligence on the part of the **GOM**, its employees, servants or agents.
- 7.2 Notwithstanding any other term to the contrary in this Contract or any related document and whether the cause of action for any claim arises under or in connection with this Contract in contract or tort, in negligence or for breach of statutory duty or otherwise, in relation to any and all causes of action as aforesaid the total liability of the Supplier in the aggregate for all claims shall be limited to the lesser of:
 - a) sum equivalent to three (3) times the fee payable under this Contract or
 - b) \$100,000.00 Eastern Caribbean Dollars.
- 7.3 Neither party shall be liable to the other for any indirect, special or consequential loss (including but not limited to loss of profit whether direct or indirect, loss of production, loss of contracts, loss of use, loss of business, and loss of business opportunity.

- 7.4 Further, and without prejudice to the aforesaid limit of liability and such liability of the Contractor/Consultant/Supplier for the loss or damage in respect of any claim or claims shall be limited to such sum or sums as it would be just and equitable for the Contractor/Consultant/Supplier to pay having regard to the Contractor's /Consultant's responsibility for the same and on the basis that:
- a) all other parties appointed or to be appointed by the Contracting Authority to perform related services in connection with the Project shall be deemed to have provided undertakings on terms no less onerous than this Contract and shall be deemed to have paid to the Contracting Authority such contribution as it would be just and equitable for them to pay having regard to their responsibility for the loss or damage; and
 - b) it shall be deemed that all such other parties have not limited or excluded their liability to the Contracting Authority for the loss or damage in any way which may be prejudicial to the Contractor's/Consultant's liability under this Clause

8. INSURANCE

- 8.1 The Supplier shall insure against its full liability under this Contract.
- 8.2 The Supplier shall produce to **GOM**, upon request, documentary evidence that insurance is properly maintained.

9. ASSIGNMENT

- 9.1 The **GOM** shall be entitled to assign the benefit of this Contract or any part thereof and shall give written notice of any assignment to the Supplier.
- 9.2 The Supplier shall not:-
- 9.2.1 Assign the Contract or any part thereof or the benefit or interest of the Contract without the prior written consent of the **GOM**; or
 - 9.2.2 Subcontract any provision of the Contract or any part thereof to any person without the previous written consent of the **GOM**, **such consent shall not be unreasonably withheld or delayed**, which if given shall not relieve the Supplier from any liability or obligation under the Contract and the Supplier shall be responsible for the acts, defaults, or neglect of any sub-Supplier or his agents or employees in all respects as if it were the acts, defaults or neglect of the Supplier or its agents or employees.

10. CONFIDENTIALITY

- 10.1 All information, requirements, documents and other data which the **GOM** may have imparted and may from time to time impart to the Supplier relating to its business, employees, customers, prices, requirements, or any computer system (including hardware and software or maintenance thereof) and including any technical specifications is proprietary and confidential.
- 10.2 The Supplier hereby agrees that it shall use such confidential information and all other data solely for the purposes of this Contract and that it shall not at any time during or any time after the completion, expiry or termination of this Contract, disclose the same whether directly or indirectly to any third party without the **GOM's** prior written consent.
- 10.3 The Supplier shall not at any time during or after the term of this Contract divulge or allow to be divulged to any person any information which comes into its possession by virtue of its performance of this Contract, which relates to the business and affairs of the **GOM** except upon authorization by the **GOM**. The Supplier shall not seek to acquire any such information outside of the performance of its duties under this Contract.
- 10.4 The obligations set forth in this Clause 10 shall expire two (2) years after the termination of the Contract.

11. BRIBERY AND CORRUPTION

Either party shall be entitled to determine the Contract and to recover from the other party the amount of any loss resulting from such action if: -

- 11.1 Any party that has offered or given or agreed to give to any person any gift or consideration of any kind as inducement or reward for doing or forbearing to do or for having done or forborne to do any action in relation to the Contract or any other contract with the other party; or
- 11.2 The like acts shall have been done by any person employed by the Parties or acting on its behalf (whether with or without the knowledge of the Party); or
- 11.3 In relation to any Contract with the **GOM** the Supplier or person employed by it or acting on its behalf shall:-
 - 11.3.1 Have committed an offence under the Integrity in Public Office Act No. 2 of 2010 or

11.3.2 Have given any fee or reward, the receipt of which is an offence, under the relevant laws.

11.4 In the performance of their obligations under or in connection with this Contract the parties, their agents and employees shall comply with all applicable laws, rules and regulations including and not limited to the Bribery Act 2010 and where appropriate, the OECD Convention on Combating Bribery of Foreign Public Officials in International Business Transactions.

12. TERMINATION

12.1 The **GOM** may terminate this Contract in any of the circumstances set out below by giving to the Supplier notice in writing where the Supplier: -

12.1.1 Commits a material breach of any of its obligations under this Contract; and despite notice of such breach in writing by the Contracting Authority to the Supplier, the Supplier fails to remedy such breach within fourteen (14) days of the notice then the Contracting Authority may terminate the Contract forthwith.

12.1.2 Becomes bankrupt or makes a composition or arrangement with its creditors or has a proposal in respect of its company or partnership for the voluntary arrangement for the composition of debts or scheme or arrangement approved in accordance with the Companies Act or the Bankruptcy Act;

12.1.3 Has a winding-up order made or (except for the purposes of amalgamation or Reconstruction) a resolution for voluntary winding-up passed;

12.1.4 Has a provisional liquidator, receiver or manager of its business or undertaking duly appointed;

12.1.5 Has an administrative receiver appointed;

12.1.6 Has possession taken by or on behalf of the holders of any debentures secured by a floating charge of any property comprised in or subject to the floating greater than US\$25,000.00.

12.1.7 Is in circumstances which entitle a court or creditor to appoint or have appointed a receiver, a manager or administrative receiver or which entitle a court to make a winding-up order; then in any such circumstances the **GOM** may without prejudice to any accrued rights or remedies under this Contract, terminate the Contract by giving notice in writing.

12.2 If the Contract is terminated as provided in this condition then the **GOM** shall:-

12.2.1 Cease to be under any obligation to make further payment until the costs or loss resulting from or arising out of the termination of this Contract shall have been calculated, and shall make such payment only in accordance with a court order or pursuant to the applicable law;

12.2.2 Be entitled to repossess any of its Equipment (if any) in the possession of the Supplier;

12.2.3 Be entitled to deduct any losses to the **GOM** resulting from or arising out of the termination of this Contract (from any sum or sums which would but for the termination of the contract as aforesaid have been due from the **GOM** to the Supplier as a debt). Such loss shall include the reasonable cost to the **GOM** of the time spent by the **GOM** in terminating of the Contract as aforesaid have been due to the Supplier.

13. OWNERSHIP OF MATERIAL

13.1 Any material, graphic, software or otherwise, supplied by the Supplier for the Client under the Contract shall belong to and remain the property of the Client (Government of Montserrat). The Supplier may retain a copy of such documents and software.

14. WAIVER

14.1 The failure by either party to enforce at any time or for any period any one or more of the terms or conditions of this Contract shall not be a waiver of them or of the right at any time subsequently to enforce all terms and conditions of this Contract. No waiver of any default or non-performance by any party shall be considered a waiver of any subsequent default or non-performance.

15. COMPLETE CONTRACT

15.1 This Contract supersedes any prior Contract between the parties whether written or oral relating to the subject matter hereof, but without prejudice to any rights which have already accrued to either of the parties.

16. GOVERNING LAW

16.1 This Contract shall be governed by the laws of Montserrat in every particular and shall be deemed to be made in Montserrat.

17. FORCE MAJEURE

17.1 Both parties shall be released from their respective obligations in the event of national emergency, natural disaster, war, prohibitive governmental regulation or if any other cause beyond the reasonable control of the parties or either of them renders the performance of this Contract impossible whereupon all money due under this Contract shall be paid immediately.

18. NOTICES

18.1 Any notice required to be served under this Contract shall be in writing and may be served by electronic mail to the correct address, facsimile transmission to the correct number, post or hand delivery to the last known business address of the party upon whom it is being served. Notice shall be deemed to have been effected within twenty-four (24) hours of the date of sending of the notice when sent by electronic mail or facsimile transmission, within seventy-two (72) hours of the date of posting of the notice when sent by post and upon delivery when hand delivered.

18.2 A notice shall be delivered as follows:

A. If to the Supplier, to:

Name :
Designation:
Address:
.....
Tel:
Fax:
Email:

B. If to the **GOM**, to:

Office of the Premier
Government of Montserrat
P.O. Box 292
Brades
Montserrat
Tel: (664) 491-3778
Email: op@gov.ms

19. MEDIATION AND ARBITRATION

19.1 If a dispute arises under this Contract, the parties agree to first try to resolve the dispute through mutual agreement within fourteen (14) days. If unsuccessful, then the dispute shall be settled with the help of a mutually agreed-upon mediator in Montserrat. The parties shall share any costs and fees other than attorney fees associated with the mediation equally.

20. SIGNATURES

20.1 Each party represents and warrants that on this date they are duly authorized to bind their respective principals by their signatures below.

IN WITNESS WHEREOF, the parties have executed this Contract on the dates set forth first above, with full knowledge of its content and significance and intending to be legally bound by terms hereof. Insert names etc.

GOM:
Name:
Designation:
Signature:
Witness Name:.....
Designation:
Signature:

SUPPLIER:
Name:
Designation:
Signature:
Witness Name:.....
Designation:
Signature:

SCHEDULE 1

SERVICES/TASKS/DELIVERABLES/TIMELINES

The Supplier will provide the services in accordance with the standards and timelines outlined herein:

Services	Tasks/Deliverables	Timeline
Ferry Agency Service	Reservations and bookings immediately prior to each scheduled journey and during published Agency operating hours Check-in and boarding of passengers, baggage processing and cargo handling each scheduled journey from Antigua to Montserrat High quality customer support, including special needs of passengers Regular (daily) collection, reconciliation, deposit and reporting of passenger fares and cargo revenue Efficient and customer friendly response(s) to in-person and telephone enquiries on schedule, fares and general passenger ferry service requirements Prompt and efficient co-ordination with key stakeholders, including Immigration, Customs, Port, Ferry Operator, Global Ports and Access Division, Office of the Premier, Government of Montserrat Monitoring and implementation of Safety Plan - procedures and risk mitigation measures for delivery of safe Ferry Agency Service	Between the period November 2023 to March 2024, as agreed in Contract