



airJamaica[®]

Air Jamaica Limited

Request for Proposal

TENDER NAME: SECURITY SERVICES FOR NMIA AND SIA

RFP #: 2009-01-01

DEADLINE FOR SUBMISSION:

DATE: February 26, 2009

TIME: 3:30 pm

ISSUE DATE: January 12, 2009



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1.0 INTRODUCTION

1.1. Background

Air Jamaica Limited (hereinafter called “Air Jamaica”) is a wholly Government owned entity and the National Airline of Jamaica. It operates its International Airline services from Administrative offices located at 72-76 Harbour Street, Kingston and at other locations in Jamaica and worldwide. Further information on Air Jamaica is available at its website [www. airjamaica.com](http://www.airjamaica.com)

1.2. Overview and Specification of the Services required

Air Jamaica invites tenders from suitably qualified contractors on NCC list, Category Safety and Security Services to submit proposals for the Provision of Contract Security Services for its Offices at;

- Norman Manley International Airport
- Sangster International Airport

The contract under bid would be valid for a period of three (3) years. Appendix 1 sets out the detailed description of the desired Contract Security Services.

1.3. Procurement Method

The method chosen for this project is the Selective tendering process in accordance with the National Contract Commission (NCC) guideline for public tenders.

1.4. Bidder Responsibilities

The bidder is responsible for meeting the specific terms and intent of the specifications.

1.5. Terms of Contract

Air Jamaica’s General Terms and Conditions of the Contract are contained in [Appendix II.](#)

1.6. Site Visit

- a. The bidder is advised to visit and examine the Site of the Works and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the tender and entering into a contract. The costs of visiting the Site shall be at the bidder’s own expense.
- b. The bidder and any of its personnel or agents will be granted permission by Air Jamaica by appointment only to enter upon its premises and lands for the purpose of such inspection, but only upon express condition that the bidder, its personnel or agents will release and indemnify Air Jamaica and its personnel or agents from and against all liability in respect of and will be responsible for personal injury (whether fatal or otherwise), loss of or damage to property and any other loss, damage, costs and expenses however caused, which but for the exercise of such permission would not have arisen.



1.7. Confidentiality/Non-Disclosure

Bidders are reminded that the information contained in this Tender Document (or accumulated through other written or verbal communication) is strictly confidential. It is for Proposal purposes only and is not to be disclosed or used for any other purpose.

1.8. Eligibility Requirements

Bidders must:

1. Be registered with the National Contracts Committee (NCC)
2. Be in possession of a valid NCC Certificate and Tax Compliance Certificate (TCC) in order for their tenders to be considered.
3. Must have Private Security Regulatory Authority License (PSRA).

Failure to submit copies of valid certificates and License with each tender will result in the **rejection** of the tender except in cases where the requirement is specifically waived by the Government Authorities.

2.0 INSTRUCTIONS TO BIDDERS

2.1. General Guidance

2.1.1. This Tender Document is not an offer to contract. Acceptance of a proposal neither commits Air Jamaica to award a contract to any Bidder even if all requirements stated in this Tender Document are not met, nor limits Air Jamaica's right to negotiate, as it shall determine in its sole discretion.

2.1.2. Failure to respond appropriately to any question or requirement in this Tender Document may subject the Proposal to disqualification.

2.1.3. All Bidder representations to Air Jamaica whether verbal or written, must be factual and will be relied upon by Air Jamaica in its evaluation.

2.2. Alternative Tenders

2.2.1. Alternative tenders can be submitted. Each Alternative tender must be a fully responsive tender. Where Bidders have more than one solution capable of meeting Air Jamaica's requirement, it is incumbent on the Bidder to put forward what in their judgment is the better or best solution clearly highlighting their strengths and weaknesses.

2.2.2. The tenders must be submitted physically separate from the other(s) and clearly marked as "Principal Proposal" or "Secondary Proposal", as appropriate. Secondary Proposals will be evaluated independently with no reference to any other proposal.

2.3. Period of Validity

2.3.1. The pricing, terms and conditions stated in the Bidder's Proposal must remain valid and irrevocable for a period of one hundred and twenty (120) working days from the specified deadline for tender submission outlined in [Appendix VII Item 1](#).



2.3.2. Air Jamaica may solicit the Bidder's consent to an extension of the period of bid validity. The request and the responses thereto shall be made in writing or by fax. A Bidder granting the request will not be required or permitted to modify its bid.

2.3.3. It is in the interest of Air Jamaica to process the Bidder's response and to enter into a contract for these services in a timely and efficient manner. Therefore every effort will be made to do so.

2.4. Language and Currency of Offer

2.4.1. The Proposal submitted by the Bidder and all correspondence and documents relating to the Tender Document and Proposal shall be written in English.

2.4.2. The currency which should be used in the Bid is Jamaican Dollars as outlined in [Appendix VII Item 2.](#)

2.5. Application for Tender

2.5.1. Application for Tender form and Form of Tender contained in [Appendix IIIA and IIIB](#) of this RFP must be completed and submitted.

2.5.2. A Bid may be made by one Bidder or by a consortium of Bidders (Joint Bid). In the case of Joint Bids Air Jamaica shall deal with only the designate of the group.

2.6. Proposal Preparation

All responses should comply with these instructions. Failure to comply may result in your proposal being disqualified from consideration by Air Jamaica.

2.6.1. A duly authorized Officer of the company must sign and submit the Proposal, with the appropriate company seal/stamp affixed. Submitted proposal must include the "Declaration Form" and "Disclaimer" at [Appendices IV](#) and [V](#) respectively of the tender documents.

2.6.2. The Bidder shall name the person(s) authorized to negotiate on the Bidder's behalf and state their designations.

2.6.3. Arithmetic errors can be a basis for the disqualification of a bid. All totals must be equal to the sum of component costs.

2.6.4. In the event that there is a discrepancy, Air Jamaica will use the sum of the individual costs as the bid price.

2.6.5. The Bidder shall submit one (1) original and two (2) copies of the Proposal in printed format.

2.6.6. Proposals must be packaged separately, clearly marking each "Original" and "Copy" as appropriate. In the event of any discrepancy between them, the Original shall govern.

2.6.7. Proposals may be submitted for all, some or singular locations/services. The proposal must be clearly marked which location or service the proposal covers. If bidding for all locations/services the financial proposal should reflect the cost for each location/service as per [Appendix VI C.](#)

2.6.8. The pages must be numbered consecutively and subject headings identified in a Table of Contents.

2.6.9. The Proposal will not be considered responsive unless it has been submitted with the following items:



Section Number	Section Title
1.	Declaration and Application for Tender Forms
2.	Executive Summary
3.	Valid Jamaica Tax Compliance Certificate (See http://www.ocg.gov.jm/TAX%20Compliance%20for%20foreign%20suppliers.pdf) for information on securing this document.
4.	National Contracts Commission Certificate (International Companies will only be required to comply with this requirement after they have been selected but before the award of the contract).
5.	Private Security regulatory Authority License
6.	Disclaimer
7.	Tender Security
8.	Responses to all other information requested in this Tender document

2.6.10. Bidders are required to ensure that no alterations are made to the text of the requirements specified by Air Jamaica. Any alterations may result in the disqualification of the bid. Comments, explanations or clarifications may be attached to the response document and appropriately referred to.

2.7. Packaging Instructions

2.8.1. All envelopes must be sealed.

2.8.2. Where alternative tenders are being submitted they must be packaged separately and clearly differentiated e.g. “Principal Proposal” or “Secondary Proposal” as appropriate. Proposals will be evaluated independently with no reference to any other Proposal(s).

2.8. Proposal Submission

2.8.1. It is MANDATORY that all Proposals be physically delivered to Air Jamaica and after being stamped, placed in the designated receptacle (Bid Box) located at the Receptionist’s Desk in the foyer on the third floor. Proposals delivered by international couriers are also subject to this requirement.

2.8.2. Faxed copies of the Proposal, and Proposals sent by telex and email will not be accepted.

2.8.3. Proposals must arrive at Air Jamaica no later than the date and time specified in [Appendix VII Item 4](#) and the cover page of this document.

2.8.4. Proposals should be addressed as set out below:

**Contract Security Services for
Norman Manley International Airport
& Sangster International Airport
Air Jamaica Ltd
72-76 Harbour Street**



Kingston, Jamaica

2.8.5. The Proposal document or any part thereof, once submitted prior to the deadline, becomes the property of Air Jamaica and will not be returned for any reason to the Bidder before the Tender opening.

2.8.6. A submitted Proposal in Air Jamaica's possession may be altered or withdrawn provided that written notification of the modification or withdrawal is received prior to the submission deadline, appropriately marked and placed in the Bid Box. The Bidder's authorized representative must sign the modification or withdrawal notice.

2.8.7. Any format supplied by the Bidder must address the requirements specifically, clearly and completely.

2.8.8. Responses of a general nature that are subject to interpretation will not be in the Bidder's interest.

2.8.9. Proposals not satisfying the mandatory requirements in the specifications of the Invitation to tender shall be deemed non-compliant and the Proposal shall not receive further consideration.

2.8.10. All Proposals received before the Proposal Due Date shall remain sealed and deposited in a secure environment (the Bid Box) until public removal.

2.8.11. It is understood and accepted by the Bidder that all decisions on whether a Proposal satisfies the Mandatory Requirements and meets the stated evaluation criteria are for the judgment of Air Jamaica in its sole discretion.

2.8.12. Air Jamaica is not obligated to accept the lowest priced bid or any bid.

2.9. Modifications to Invitation to Tender

2.9.1. Air Jamaica may modify the Invitation to Tender prior to the Proposal Due Date, whether at its own initiative or in response to a clarification requested by a Bidder. Any amendment to the Invitation to Tender will be communicated in the manner outlined at [Appendix VII Item 5](#) as an addendum to the Tender documents. All amendments will form part of the tender document.

2.9.2. To afford Bidders reasonable time in which to take the amendment into account when preparing their bids, Air Jamaica may, at its own discretion, extend the deadline for the submission of Proposals.

2.10. Enquiries

2.10.1. All queries and requests for clarification regarding the Invitation to Tender shall be made by emailing hmorrison@airjamaica.com copying hopeton.morrison@airjamaica.com, indicating the subject (i.e. Tender Name and Number), or in writing as set out in [Appendix VII Item 6](#) by the date set therein.

2.10.2. Responses will be made available to all bidders by the date outlined in [Appendix VII Item 7](#).



2.11. Late Proposal

2.11.1. Late tenders will be rejected.

2.11.2. Bidders must allow sufficient delivery time to ensure receipt of their Proposal by the times specified. Post-marks before this time and date are not acceptable in lieu of actual receipt.

2.11.3. If a Proposal is received after the deadline for submission, Air Jamaica will reject the Proposal. There will be no right of recourse or appeal after the final decision has been made.

2.12. Tender Security

2.12.1. Air Jamaica **may** require Bidders to submit a tender security in the form of a manager's cheque. (see [Appendix VII Item 3](#) to determine if one is required and the respective amount).

2.12.2. Any tender for which one is required not accompanied by this security will be deemed unresponsive.

2.12.3. Tender Securities will be returned to all bidders after the award of the contract.

2.13. Performance Security

2.13.1. A performance bond in the amount set out in [Appendix VII Item 9](#) **may** be required from the successful contractor for this project prior to the signing of the formal contract. Failure to provide any required performance bond within the specified/agreed period will be grounds for forfeiture of the tender security and contract award.

2.14. Tender Opening

2.14.1. All tenders received in response to this invitation **will be opened within half an hour** of the tender closure as set out in [Appendix VII Item 8](#).

2.14.2. The opening will take place at Air Jamaica or any other venue determined at the date and time of the opening [Appendix VII Item 8](#).

2.14.3. All bidders responding positively to this Invitation to Tender are invited to attend the tender opening at the time, date and place specified in [Appendix VII Item 8](#).

2.15. Cost Incurred Prior to Final Award of Contract

2.15.1. Air Jamaica is not liable for any costs, including but not limited to, travel, lodging or other out-of-pocket expenses incurred by Bidders prior to the execution of a written agreement, contract or purchase order.

2.16. Air Jamaica Disclaimer

Air Jamaica will not be held liable in the event tenders are misplaced or prematurely opened as a result of the Bidder's failure to properly follow instructions.



3.0 SELECTION PROCESS

3.1. Responsiveness to the Tender Document

3.1.1. The Proposal will be considered to be substantially responsive if it conforms to all the terms and conditions of the Invitation to Tender without material deviations. Air Jamaica's determination of the Proposal's responsiveness is to be based on the contents of the Proposal itself without recourse to other sources.

3.1.2. In evaluating the proposals, Air Jamaica will consider any deviations to the Specifications. Any deviation, which in the sole opinion of Air Jamaica renders a bid non-responsive, shall result in the Bidder's proposal being rejected.

3.1.3. In the event that all Tenders are rejected, Air Jamaica shall review the causes justifying the rejection and consider making revisions to specifications or a combination of these before inviting new tenders.

3.2. Evaluation Methodology

3.2.1. A review panel or Evaluation Committee will evaluate Proposals based on the best value to Air Jamaica using the methodology and selection criteria and weightings set out in [Appendix VIII](#).

3.2.2. In order to obtain the most advantageous offer for Air Jamaica, Air Jamaica reserves the right at its sole discretion to accept any portion or all items proposed, if deemed in the best interest of Air Jamaica.

3.3. Clarification

3.3.1. Air Jamaica may request clarification from Bidders, at any time during the evaluation process. Bidders will be given forty-eight (48) hours, excluding weekends and Jamaican public holidays, to respond in writing. Failure to meet this deadline may result in the Proposal being considered non-compliant and given no further consideration.

3.4. Rejection of Tender

3.4.1. Air Jamaica reserves the right to reject or accept any or all tenders or to annul the tendering process and reject all tenders at any time prior to award of contract without incurring any liability.

3.5. Notification of Results

3.5.1. Air Jamaica will notify each Bidder of the outcome of its bid.

3.5.2. Where a tender has been accepted, the bidder shall be notified in writing of its acceptance and of Air Jamaica's intent to enter into a formal contract. After the Successful Bidder furnishes the documents required in the acceptance letter, Air Jamaica will notify the other Bidders that their bids have been unsuccessful and will return their tender securities, if any.

3.5.3. If negotiation with a Successful Bidder does not result in a Final Agreement, Air Jamaica reserves the right to discontinue negotiation and enter into negotiations with other Bidders based on their scores/rankings, or to discontinue negotiations and terminate the Invitation to Tender.

3.5.4. Failure on the part of the successful bidder to acknowledge receipt of the acceptance letter and accept the award within the period stipulated in the acceptance letter will constitute grounds for annulment of the award. In such event Air Jamaica may make the award, without issuing a new Invitation to Tender, to the next evaluated bidder.



APPENDIX I

DESCRIPTION OF REQUIRED SERVICE

Contract for Security Services for:

**Norman Manley International Airport
Palisadoes
Kingston, Jamaica**

&

**Sangster International Airport
Montego Bay
St. James, Jamaica**

Their duties would include:

- a) To supply supervisors who will visit the premises periodically and supervise the activities of the guards;
- b) To ensure that Aviation Security mandates of Air Jamaica and Local and International Regulatory agencies are in compliance and enforced;
- c) To ensure that the guards assigned to locations at both International Airports are reasonably rotated unless otherwise specified by Air Jamaica;
- d) To ensure that the guards adhere to instructions prescribed by Air Jamaica from time to time;
- e) To ensure that guards are properly briefed and procedures pertaining to the performance of their duties are issued to them;
- f) To ensure adequate insurance coverage for all guards;
- g) To indemnify Air Jamaica if losses are established due to proven negligence
- h) Provide special investigation and continuous assessment of its security status

If contract is awarded to your Organization the following will apply:

SECURITY REQUIREMENTS FOR AIRPORTS

- Police record for all employees assigned to this project
- Relevant passes from Airport Authority
- Employee identification (valid drivers license or Passport)

The above requirements are at the Bidder's expense



APPENDIX II

GENERAL TERMS AND CONDITIONS OF CONTRACT

[The successful bidder shall be invited to negotiate general terms and conditions of contract with Air Jamaica Limited which shall include the Special Conditions outlined in Appendix I and such other terms as are required for the provision of services of this nature.]



APPENDIX IIIA

**AIR JAMAICA LIMITED
APPLICATION FOR TENDER**

NAME OF TENDER: _____

COMPANY

NAME: _____

REGISTERED

ADDRESS: _____

TELEPHONE NO. _____

FAX NO. _____

PRINCIPAL OFFICERS:

NAME	ADDRESS	PRIMARY OCCUPATION

EXPERIENCE IN:

(The recent history of applicant may be submitted as a separate document)

Special Emphasis on:

- The number and names of large clients.
- Repeat customers.
- Proposed Payment Terms

BANKER(S)

NAME	ADDRESS



APPENDIX IIIB

FORM OF TENDER
AIR JAMAICA LIMITED – PROVISION FOR CONTRACT SECURITY
NORMAN MANLEY INTERNATIONAL &/OR
SANGSTER INTERNATIONAL AIRPORT

To: Procurement Compliance Coordinator
Air Jamaica Limited
72-76 Harbour Street
Kingston
Jamaica

Notes: Tenderers are required to complete all blank spaces in this Form of Tender and submit same along with the Application for tender and other required documents.

Having examined the Specifications contained in Appendix 1 for the provision of the above named services, we the undersigned, offer to provide the said services in accordance with the said Specifications at the premiums (should be numeric and in words).

We agree to abide by this tender for the period of one hundred and twenty (120) working days from the specified date of tender closing and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We understand that you are not bound to accept the lowest or any tender you may receive.

Executed under the Common Seal of

By _____
Director

And _____
Director/Company Secretary

In the presence of _____
This ____ day of _____, 2009



APPENDIX IV

DECLARATION FORM

Name of Bidder: _____

Address of Bidder: _____

We (.....) hereby declare that to the best of our information, knowledge and belief and after due inquiry, the Bidder is not insolvent nor has it taken any corporate action nor has any other steps been taken or legal proceedings started or threatened against the bidder for its winding up, dissolution or reorganization or for the appointment of a receiver, administrator, trustee or subsidiary of the Bidder or any or all of its assets and undertaking.

That, so far as we are aware after due enquiry, no litigation, arbitration or administrative proceedings are at present current, pending or threatened, which might if adversely determined have a material adverse effect on the business, assets or financial condition of the Bidder or those of any of its subsidiaries.

Signature and Seal

Date

Note: This Declaration must be on the letterhead of the bidder's auditor or legal firm, and must be included by the Bidder with its bid.



APPENDIX V

DISCLAIMER

TO: Air Jamaica Limited
72-76 Harbour Street
Kingston

NAME OF BIDDER:

ADDRESS OF BIDDER:

BID PURPOSE:

We the above-mentioned Bidder for the bid referred to above, hereby verify that the information contained in our bid document is accurate and hereby acknowledge that Air Jamaica Limited does not give any representation, warranty or undertaking, expressed or implied in respect of the information contained in the bid document and no responsibility or liability will be accepted by Air Jamaica Limited as to the accuracy or completeness of the document or for any other written or oral information made available to bidders. We undertake to advise Air Jamaica Limited promptly of any change in the information provided.

Signature and Seal

Date

NOTE: This letter must be on the letterhead of the Contractor/Company and must be included by the Bidder with its bid



APPENDIX VI A

EVALUATION MATRIX

Particulars		Bidders		
		Company X	Company Y	Company Z
Description				
	POINTS	SCORES		
PRELIMINARY EVALUATION				
<u>Bid Qualification Checklist</u>				
Cover Letter	Y/N			
Executive Summary	Y/N			
Declaration Form	Y/N			
Disclaimer	Y/N			
Tax ID & TCC	Y/N			
NCC Certification	Y/N			
PSRA	Y/N			
Technical Proposal	Y/N			
Financial Proposal	Y/N			
<u>A. Bidder Stability & Financial Status</u>				
Years in Business	8			
Statement of Experience and Qualification	4			
Financial Health and Stability	8			
<u>B. Technical Quality</u>				
Resources to be used	20			
Reliability of Staff (trained experienced staff to be assigned)	20			
Capacity (current workload in relation to company resources)	20			
<u>C. Bidder Service and Customer Support</u>				
Customer References (letters of recommendation minimum 3)	10			
Quality of References	5			
Statement of Service Policies	5			
TOTAL TECHNICAL SCORES	100	0	0	0



Appendix VI A con't

GENERAL EVALUATION FORMULA

- A. The **Technical Score** will be scored using the following formula, where:

Qt is the score of the Technical Proposal

t = Technical weighting (70%)

TP is total points (out of 100) for Technical Proposal,

$$Qt = TP / 100 \times t$$

- B. The **Financial Score** will be scored using the following formula, where:

Cf is the score of the Financial Proposal;

c = Cost weighting (30%)

Flow is the lowest Bid price; and

F is the Bid price of the Proposal under consideration,

$$Cf = c \times Flow / F$$

- C. Total Score = Qt + Cf

Total Score

Total Score = Technical Score + Financial Score

1. Award Criteria

The tender obtaining the highest score will be invited for negotiations.



Appendix VI B

TECHNICAL PROPOSAL

The Technical Proposal will comprise the following:

1. Corporate Profile and Qualifications, which shall include the following:
 - (a) Industry experience;
 - (b) Industry track record;
 - (c) Audited financial statements for the last two (2) years.
2. List of customers giving statements for the last two (2) years.
3. Resources to be used, which shall include the following:
 - (a) Canine
 - (b) Vehicle
 - (c) Weapon
4. Reliability of Service, which shall include:
 - (a) Adequate experienced and trained staff in Aviation Security;
 - (b) Current supporting documents on file attesting to Aviation Security training
 - (c) Outside resources
 - (d) Contingency plans to avert compromised service
5. Insurance Coverage capability
6. Key Project Resource Persons;
7. Bidder's Procedure and Controls



Appendix VI C

FINANCIAL PROPOSAL

The Financial Proposal will comprise the items listed below:

1. Total Cost Summary
2. Detailed Cost Summary, which shall include the priced Bill of Quantities.
3. All Taxes



APPENDIX VII

INSTRUCTIONS FOR PROPOSAL SUBMISSION

Item 1: The tender validity period is one hundred & twenty (120) working days after the Proposal due date.

Item 2: The cost presented in the Proposal should be stated in Jamaican dollars.

Item 3: Tender Security –\$6,255,496.80 (manager’s cheque or certified cheque or Bank Guarantee or Irrevocable Letter of Credit or an insurance certificate)

Item 4: Deadline for Proposal submission **Date: February 26, 2009 Time: 3:30pm**

Item 5: Amendment to the Invitation to Tender will be placed on Air Jamaica’s website at www.airjamaica.com for the benefit of all Bidders. This will be issued as an addendum. (It is therefore incumbent on bidders to monitor the website where the addendum document will be published).

Item 6: All enquiries regarding this tender shall be made by: **February 2, 2009**

- a. Any bidder, who is in any doubt as to the exact meaning or interpretation of any part of the Tender Documents, should immediately seek clarification in writing from the Procurement Compliance Coordinator, Air Jamaica Ltd., 72 -76 Harbour Street, Kingston, Jamaica or by e-mail to hmorrison@airjamaica.com copying hopeton.morrison@airjamaica.com.
- b. The bidder should likewise notify the above in writing of any contradictions, ambiguities and omissions in the Tender Documents if clarification of these is necessary for the clear understanding of the documents and for the preparation of the tender. Such enquiries must reach the above named not later than date stated above. Written copies of the enquiry and the Employer's response will be sent to all prospective bidders who have taken out the Tender Documents.
- c. No elucidation, explanation or information given to the bidders by Air Jamaica Ltd or by any officer or agent shall be held to have any contractual validity unless otherwise stated.

Item 7: Responses to all queries will be made available to all Bidders by:

February 9, 2009

Item 8: Tenders will be opened at Air Jamaica, 72-76 Harbour Street, 5th Floor on:

February 26, 2009 at 3:45 pm

Item 9: Performance Security – Yes. Amount is 10% of the Accepted Contract Price.



APPENDIX VIII

EVALUATION METHODOLOGY

The minimum required score for the Preliminary Technical Evaluation is seventy (70) points.

The Technical Evaluation will be awarded based on the following allocation:

1. Technical Specification (60 points)

A detailed evaluation based on the technical quality of the proposed Goods and Services will be conducted to determine the extent to which the product meets the Air Jamaica's specifications as set out in Appendix I.

2. Stability and Financial Status (20 points)

- a) This criterion will be based on the Technical Proposal (Appendix VI B) Item number 1 of this Tender Document.
- b) Air Jamaica Ltd will use the following financial Ratios to measure the financial stability of bidders.

Debt Ratio Acid Test Ratio

- c) Years in business will be evaluated as follows:

- a. 15 years and over 100%
- b. below 15 years 50%

Of the maximum allocated score on evaluation sheet.

3. Services and Customer Support (20 points)

This criterion will be based on responses to the Technical Proposal Appendix VI B and include product demonstration, site visits to the Contractor and/or Contractor's customer's location(s), if applicable.

The Final Evaluation will comprise a full assessment of the Technical Proposals.