



## **REQUEST FOR PROPOSAL FOR VIP TRANSPORTATION SERVICES**

The Ministry of Tourism and Experience Turks & Caicos in conjunction with the Caribbean Tourism Organization (CTO) will be hosting the CTO Member States, Council of Ministers Meeting and Directors of Tourism Meeting October 9<sup>th</sup> and 10<sup>th</sup>, 2023 and the State of the Industry Conference October 11<sup>th</sup> -13<sup>th</sup>, 2023.

The State of the Industry Conference is an annual calendar event for the tourism and travel industry, hosted only by CTO member countries. STOIC brings together annually Minister of Tourism, Directors of Tourism, Investors, Hotel and Resort Brands, Aviation Experts the Travel Trade, International Journalists from Source Markets, Aviation Experts, New Marketing Platforms, Cutting Edge Data Intelligence Tools to engage in thought leadership panel discussions and solutions. Conference attendees include persons in the tourism and travel industry from different destinations and disciplines.

The Ministry of Tourism and Experience Turks and Caicos are seeking proposals from reputable experience transportation services to provide transportation for VIP Guests.

### **Project Overview:**

We are looking for a premier transportation service partner to deliver impeccable VIP transportation services for Fifty (50) persons a minimum of Ten (10) SUVs that meet the highest standards to comfort, safety, and professionalism. The scope of the project includes transporting our VIP clients from various locations:

### **Airport Transfers:**

- Provide transportation from the Howard Hamilton International Airport to conference venue and partner hotels. This should include both arrival and departure transfers for VIP delegates.
- The partner hotels includes Beaches Turks & Caicos, The Palms, The Somerset on Grace Bay, Tides, Ports of Call, Royal West Indies, Villa del Mar, and The Shore Club.
- Arrivals will commence on the 7<sup>th</sup> August – 9<sup>th</sup> August, 2023
- Departures will commence on the 13<sup>th</sup> August - 15<sup>th</sup> August, 2023

### **Event Transfers:**

- Offer VIP Transportations service between the designated accommodations (Beaches Turks & Caicos, The Palms, The Somerset on Grace Bay, Tides, Ports of Call, Royal West Indies, Villa del Mar) and the Conference venue (The Shore Club).
- Business Meetings.
- Any other relevant destination as required.

### **Communication:**

- The ability to maintain constant communication with our designated representative for real-time updates and coordination.

### **Transportation Assistance:**

- Ensure the availability of contact persons to address any transportation-related queries or concerns.

### **Request for Proposal (RFP) Guidelines:**

1. **Company Background:** Provide an overview of your company, including its history. Experience in providing VIP and Delegation transportation services, and any unique selling propositions that set your company apart.
2. **Fleet Description:** Detail the vehicles available in your fleet that are designated for VIP transportation. Highlight the features and amenities that will ensure a luxurious and comfortable experience for our clients.
3. **Service offerings:** Describe the range of services you can provide, such as airport transfers, point-point transportation, chauffeur services, and availability for extended hours.
4. **Safety and Security Measures:** Explain your company's safety protocols, drivers training, background checks, and any other security measures in place to ensure the utmost safety for our VIP Clients.
5. **Pricing:** Present a transparent and competitive pricing structure for the requested services. Include any additional charges that may apply, such as waiting time and gratuity.
6. **Licensing:** Demonstrate that your company is compliant with the following up to October 31<sup>st</sup>, 2023 for the following
  - Valid Public Service License / Driver's License
  - Valid Business License
7. **Insurance:** Demonstrate that your company and vehicle is insured up to October 31st, 2023.

**Submission of Proposal:**

Please submit your detailed proposal in electronic format to Ms. Racquel Brown, Interim CEO/Change Manager Experience Turks & Caicos via email [sotictransportationrfp@gmail.com](mailto:sotictransportationrfp@gmail.com) no later than September 5th 2023, 3pm. We expect the proposal to be well-organized, professionally presented, and clearly address all the aspects outlined in this RFP.

**Selection Process:**

After receiving all the proposals, our evaluation team will review and assess each submission based on various criteria, including but not limited to service quality, experience, pricing. Shortlisted companies may be invited for an interview or presentation to further evaluate their capabilities.

If you have any questions or need further clarification regarding this Request for Proposal, please submit questions Attention Ms. Racquel Brown [sotictransportationrfp@gmail.com](mailto:sotictransportationrfp@gmail.com).

We eagerly look forward to receiving your proposal and partnering with a reputable VIP transportation service provider to enhance the experiences of our esteemed guest.