



C A N O U A N
E S T A T E R E S O R T & V I L L A S

Request for Proposal (RFP)

Centralized Staff Transportation Services

Canouan Group

Project Location: Canouan Estates | Mandarin Oriental Canouan | Soho House Canouan,
Canouan Island, St. Vincent & the Grenadines

Proposal Due Date: 15-04-2026

1. Company Background

Canouan Group invites qualified transportation providers to submit proposals for the provision of centralized staff transportation services supporting daily workforce movement across Canouan Estates, Mandarin Oriental Canouan, Soho House Canouan, and shared service departments.

The objective of this RFP is to replace the current fragmented transportation model with a safe, reliable, KPI-driven centralized shuttle operation, focused on reducing waiting times, improving punctuality, and increasing staff satisfaction.

The current operation supports more than 460+ daily employee movements between village residences, staff accommodation, and operational work sites, with peak congestion concentrated around shift start and shift end times.

2. Scope of Work

Vendors may submit a full-service turnkey proposal; however, all elements below must be addressed.

A. Vehicle Supply

2 x 18-seater people carriers (mandatory minimum)

Fully air-conditioned

Commercial passenger licensed

Seat belts fitted to all seats

GPS-enabled tracking preferred

Radio / mobile communication devices

Clearly numbered fleet identification

Minimum 1 backup standby vehicle

B. Driver Services

Licensed passenger drivers

Uniformed presentation

Defensive driving training preferred

Driver scheduling aligned to peak windows

Relief coverage for off days / sickness

Driver supervisor or dispatch lead preferred

C. Route Operations

Primary route coverage to include:

Resort ↔ The Bank

Resort ↔ Tambran

Resort ↔ Friendship Square

Resort ↔ Cherry Hill / Back Road

Resort ↔ BOSVG / Balance

Internal staff lunch and inter-property transfers

D. Peak Shift Windows

The service must prioritize the below operational windows 5AM to Midnight 6 days a week:

5:00 AM – 9:00 AM

2:00 PM – 6:00 PM

These periods represent the highest concentration of employee movement demand.

E. Safety, Monitoring & Compliance

Daily vehicle inspection checklists
Passenger manifests
Insurance coverage for staff transport
Driver fatigue management
Incident reporting
Weekly maintenance compliance
SVG transport law compliance

F. Mobilization & Service Launch

Fleet mobilization to Canouan
Route validation with HR / Operations
Trial week and route optimization
Go-live support during first 30 days
Weekly review meetings during mobilization

3. Deliverables

- Fleet register and vehicle details
- Driver roster and license copies
- Daily route timetable
- SLA response commitments
- Daily trip logs
- Weekly KPI dashboard
- Monthly utilization and wait time reporting
- Safety and maintenance reports

4. Commercial & Pricing Requirements

Proposals must clearly state:

- Monthly fixed operating cost
- Cost per 18-seater vehicle
- Driver cost inclusion
- Fuel inclusion / exclusion
- Backup vehicle pricing
- Overtime rates
- Weekend / public holiday rates
- Emergency call-out pricing
- Mobilization cost
- Contract term options
- Payment terms and milestones

5. Vendor Qualifications

- Proven experience in staff shuttle or resort transport operations

- Fleet support capability in island environments
- Demonstrated backup fleet availability
- Regional maintenance capability preferred
- Hospitality staff transportation experience preferred
- Ability to scale into future shared services model

6. Evaluation Criteria

Proposals will be evaluated based on:

- Technical compliance
- Commercial competitiveness and clarity
- Fleet quality and age
- Backup vehicle capability
- Driver quality and licensing
- SLA commitment (under 15-minute wait target)
- Safety and insurance compliance
- KPI reporting capability
- Mobilization timeline
- Future scalability

7. Proposal Submission Requirements

- Proposals to be submitted electronically in PDF format
- Include full commercial submission and assumptions
- Include vehicle photos and registration details
- Include proof of insurance
- Include at least 2 client references
- Site visit recommended prior to pricing
- All clarifications to be submitted in writing

8. Reservation of Rights

Canouan Group reserves the right to accept or reject any or all proposals and is under no obligation to award a contract because of this RFP.

9. Contact Information

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