



**REQUEST FOR PROPOSAL
FOR THE PROVISION OF FLEET CARD SERVICES
FOR THE PERIOD: OCTOBER 2021 – 2023**

REFERENCE #: CS01-2021
RELEASE DATE: August 22nd, 2021
PROPOSALS DUE: September 15th, 2021 at 4:00pm

Table of Contents

1.0	PREAMBLE	3
2.0	OVERVIEW	6
3.0	PRE-QUALIFICATION DOCUMENTS	7
4.0	SCOPE	7
5.0	TECHNICAL REQUIREMENTS	9
6.0	LEGAL REQUIREMENTS.....	9
7.0	SERVICE PERFORMANCE REVIEWS.....	10
8.0	BID REQUIREMENTS.....	11
9.0	PRICING, INVOICING AND PAYMENT	11
10.0	EVALUATION CRITERIA	12
11.0	FINAL BID SUBMISSION INSTRUCTIONS.....	12
12.0	TENDER/RFP TIMELINE.....	13
	Appendix A - Provider Performance Rating.....	14
	Appendix B - Supplier/Contractor Health, Safety, Environment and Quality (HSEQ) Questionnaire	15

1.0 PREAMBLE

1.1 COPYRIGHT

The contents of this document belong to the copyright owner Angostura Holdings Limited (AHL) and are being issued in confidence, on behalf of its subsidiary Angostura Limited (AL), only for the purpose for which it is supplied, namely the purpose of this tender.

1.2 CONFIDENTIALITY

This document constitutes confidential and proprietary information of both AHL and AL shall not be disclosed in whole or in part by the bidder to any third party, or to any employees of the bidder other than those who have a need to access such information. The information contained therein shall not be duplicated or used by the bidder for any other purpose than to supply a response to this RFP. This restriction does not limit the bidder's right to use the information contained therein to obtain information or requirements from another source such as governmental agencies, insurance entities, subcontractors etc. which may be necessary for the submission of a comprehensive proposal to AL. The bidder however shall exercise a duty of care when exposing such information and ensure that confidentiality is communicated and maintained.

1.3 ETHICS

ALH and AL require all bidders in this bidding process adhere to the highest ethical standards, both during the procurement process and throughout the execution of the resulting contract. The engagement in or encouragement of corrupt practices including bribery, extortion, fraud or collusion are deemed unacceptable. If, at any time, it is demonstrated that a bidder in the procurement process, an AHL or AL employee or any supplier/contractor committed or encouraged corrupt practices in connection with this or any project the Company will take appropriate measure including but not limited to the cancellation of the awarded contract, the cessation of relations with the relevant supplier/contractor and/or termination of the employment of the employee(s) involved.

1.4 TERMS & CONDITIONS

i. Terms of Issue: The issue of this Request for Proposal (RFP) by AL and/or its subsidiaries does not constitute an offer to trade and the Company is not bound to conduct business based on any responses to the document. Any and all subsequent commercial arrangements are subject to contract negotiation and award and such contracts must be issued and agreed upon prior to commencement of business. All commitments are therefore subject to written confirmation from AL by a duly authorized person.

ii. Content of Bid: This RFP contains sufficient information and instructions to enable qualified bidders to prepare and submit bids. In response to this RFP AL expects all bidders to provide relevant responses to the specific requirements in a concise and comprehensive manner. The

Company will only consider a substantially responsive proposal from each bidder. This is one which conforms with all the terms and conditions of the RFP without material deviations. Allowances will not be facilitated for changes to bids resulting from omissions or exclusions on the part of the bidder.

iii. Cost of Bid: The bidder shall bear all costs associated with the preparation and submission of the bid; AL will in no case be responsible or liable for those costs, regardless of the outcome of the solicitation.

iv. Period of Validity of Bids: Bids shall remain valid for **ninety (90) days** following the tender closing date. In exceptional circumstances, AL may solicit an extension of the period of validity which shall be made in writing. A bidder in granting the request will not be allowed to modify the bid.

v. Modification and Withdrawal of Bids: The bidder may withdraw its bid after its submission, provided that written notice of the withdrawal is received by AL prior to the deadline prescribed for submission.

vi. Request for Clarification of Bids: To assist in the evaluation and comparison of bids, AL may at its discretion, issue a request for clarification in writing which shall also be responded to in writing. No change in price or content of the bid shall be sought, offered or permitted.

vii. Amendment of RFP: At any time prior to the deadline for submission of bids, AL may, at its own initiative or in response to a query by a prospective bidder, modify the RFP by amendment. Any amendment will be issued to all persons who received the original RFP. To afford prospective bidders reasonable time in which to take the amendments into account in preparing their bids, AL may at its discretion, extend the deadline for the submission of bids.

viii. Amendment to RFP: Where, after the bids have been submitted, the Company identifies an ambiguity or error in its RFP, it shall be entitled to amend the error and re-invite each bidder to submit specifically on the amended portion of the RFP.

ix. Late Bids: Any bid received after the deadline date and time for submission will be rejected and not be considered as part of the evaluation process.

x. Bid Rejection: Failure to furnish the required information or to follow the instructions may lead to the Bid being deemed incomplete. Under such circumstances the Bid may be rejected. Further, AL reserves the right to reject any or all bids after evaluation without offering any explanation. AL will not be liable to affected bidders for any cost incurred as a result of this decision.

xi. Notification of Award: Each successful bidder will receive written notification of award of the contract and unsuccessful bidders shall also receive written notification of the non-acceptance of their bids.

xii. Contract Negotiation: The successful bidder must be prepared to immediately begin contract negotiations upon notification of the award. If the successful bidder is not able to begin contract



negotiations, AL reserves the right to begin negotiations with other suppliers who submitted bids as a part of the process. AL also reserves the right to negotiate the contract to include any portion or portions of the scope of work as it deems necessary to meet the current requirements of the business. Should the successful bidder for any reason be unable to finalize or perform the contract, AL reserves the right to enter into contract with another bidder for the provision of the goods or service.

xiii. Contract Participation: The successful bidder of the winning bid will be offered the opportunity to enter into an agreement with AL, which shall be in substantial conformance with:

- A L's standard contract terms and conditions, modified as required to incorporate the Company's business needs
- The scope of work and specifications described in this RFP
- The accepted portion of the successful bid submitted by the bidder
- Agreed key performance indicators or service level agreements

xiv. Bid currency: All prices shall be quoted in Trinidad and Tobago Dollars (**TTD**) with applicable Tax (VAT etc) clearly identified.

xv. Adherence to Policy: Employees of the selected successful bidder will be required to adhere to AL's HSE, Security, Procurement and other policies during the period of their engagement.

[SPACE INTENTIONALLY LEFT BLANK]



2.0 OVERVIEW

Angostura is one of the Caribbean's leading rum producers with a superb collection of rum brands and is the world's market leader for bitters. These include rum brands like Angostura 1824®, Angostura® 1787, Angostura 1919®, Angostura® 7-year-old rum, Angostura® 5-year-old, Angostura® Reserva, Angostura Single Barrel®, White Oak and its array of innovative flavours- Sorrel, Coconut, Watermelon and Grapefruit, Forres Park Puncheon, Black Label and Royal Oak. It is also the world's market leader for Bitters with products such as Angostura® aromatic bitters, Angostura® orange bitters, Angostura® cocoa bitters, Amaro di Angostura®, signature beverages Angostura® Lemon Lime and Bitters and Angostura Sorrel and Bitters.

AL is pleased to issue an RFP for a Proposal for the Provision of Fleet Card Services for use in its operations in both Trinidad and Tobago. The purpose of this RFP is for the Company to evaluate, select and subsequently enter into an agreement with a competent, capable, and professional service provider with documented experience in the field of fleet card services.

This document will outline the services and standards required for the provision of contracted fleet card services, and the successful bidder will be expected to comply with all relevant and applicable local laws, statutes, and regulations during their engagement.

Separate fixed term contracts under AL will be awarded to the successful bidder for this RFP. All contractual terms and conditions required by the bidder will be reviewed by AL's Legal Department and will include scope, budget, schedule, and other necessary items pertaining to this service.

Prospective bidders are expected to study this document carefully before submitting their bid and to consider all the requirements stated herein.

More information on our business can be found on the company's website: www.angostura.com

[SPACE INTENTIONALLY LEFT BLANK]

3.0 PRE-QUALIFICATION DOCUMENTS

The following documents must be submitted by the deadline stated in **12.0 Tender/RFP Timeline** to indicate your interest in the RFP and allow for adequate screening to be done. Failure to submit will result in your exclusion from the future stages of the process.

Respondents to this RFP will be evaluated for **Pre-qualification (Item 3.0)** and final bids according to the **Bid Requirements (Item 8.0)** and **Evaluation Criteria (Item 10.0)**.

1. A brief Company Profile (no more than twenty 20 pages).
2. Printed presentation on vehicles fleet card and usability.
3. Provide a complete list of fuel sites in Trinidad and Tobago that accepts the proposed fuel card. This list must include CNG, Petrol and Diesel providers.
4. Certificate of Incorporation, or any other documentation related to the Business/Company Registration.
5. A list of all company directors with the most recent Return of Directors.
6. A valid Income Tax Clearance Certificate.
7. A valid VAT Clearance Certificate.
8. A valid NIS Clearance Certificate.
9. Two (2) years Audited Financial Statements or Management Accounts dated no earlier than 2018.
10. Evidence of insurance coverage for the business and its workers.
11. Certifications/Approvals/Authorizations as it applies to the business of the vehicle fleet card services.
12. A bank reference letter indicating tenure, financial standing and credit rating, no older than six (6) months
13. Three (3) Letters of Reference from current corporate clients, with contact information, for whom similar services are provided, no older than three (3) years
14. Performance Rating Report, **Appendix A**, from three (3) current corporate clients.
15. Listing of recent/existing contracts.
16. Company COVID-19 management plan for their workers and customers.
17. Submission of Angostura Limited Supplier/Contractor HSEQ Questionnaire, **Appendix B**.

4.0 SCOPE

AL is pleased to issue an RFP for Fleet Card Services from suitably qualified, competent, and capable providers. The fleet card will be used exclusively for fuel purchases (CNG, Petrol, Diesel) for the sole purpose of refilling of vehicles. It is not the intention to utilise the se cards for the filling of gas containers.

AL, at its discretion, may wish to limit the number of fuel purchases per day per card, or place other limitations on individual card uses and transactions. Manual sales transactions should not be available at fueling locations.

The requirements below are intended to suggest but are not limited to general guidelines or parameters required by the Company. Providers should propose additional features and options that are available with their fuel card solution. The proposers' technical response should address the requirements below, as well as explain and/or describe the additional features, options, and benefits of the proposed solution. Services shall include, but are not limited to:

1. Issuance of cards for long term leased vehicles
2. Issuance of cards for short term rental vehicles
3. User friendly transactions
4. Real time access on company's platform
5. Card maintenance and price per card
6. Ability to implement purchasing controls
7. Credit limits per card
8. Security features and measures in place for lost/stolen cards
9. Ability to terminate and activate usage
10. Key identification factor for use of card at merchants
11. Any limiting factors with use of card
12. Exception monitoring
13. Reporting options such as purchases per month, per fuel type
14. Any other requirement listed in the Scope
15. Limit of number of drivers per vehicle

The Company's current vehicle fleet consists of:

1. 29 vehicles
2. Multiple drivers for a few of the above vehicles

Fleet Fuel Card Services

The provider must:

1. be experienced in providing these services and having functioning processes already in existence and currently in use
2. supply education and training on card usage and acceptance. The provider must identify how they educate and train staff on proper card usage, acceptance and timely and accurate processing of fuel charged.
3. identify all security options/verification procedures which are in place for use of the card
4. identify measures to de-activate, re-activate, and replace cards whether lost, stolen or damaged

5. identify the cost for replacement cards, extra cards, floating/rental cards and card cancellations
6. identify the monthly administrative cost
7. provide the activation time frame for a card
8. provide their company standards of communication as they relate to contract performance, issue management, and change management.
9. identify by name and location the primary account representatives and key contacts who will be responsible for the total performance of a resulting contract inclusive of emergency issues. Include names, titles, address, phone number, and email addresses.

Reporting Services

1. The Provider must identify all security measures which are in place for access to their platform (software or website).
2. The Fleet card system must be capable of generating standard reports that detail cardholder transactions, cardholder listing, credit limits etc. at no additional costs and in a variety of formats.
3. The fleet card system must also have access to create real time ad-hoc reports from the Provider's platform. The Provider's platform must be able to supply standard and customized reports. The Provider's system must be able to capture data from all to a single fuel card transaction.
4. The Provider must list all reports which their platform has the capability of generating.

5.0 TECHNICAL REQUIREMENTS

1. Provide all security measures associated with use of the fleet card.
2. Provide the lead time for activation and de-activation of the fleet card.
3. Provide all security measures associated with the administrative platform.
4. Provide all the capabilities of the administrative platform.
5. Provide any limitations of the fleet card.
6. Provide any limitations of the administrative platform.

6.0 LEGAL REQUIREMENTS

The successful bidder will be required to engage in and finalize contract negotiations with AL containing clauses to cover the following areas:

- Governing Law – the laws of the contract shall be the laws of Trinidad & Tobago.
- Indemnification – the successful bidder shall be responsible for the acts of its servants and or agents and shall indemnify AL for any loss AL incurs as a result of the breach or negligence or any other act of its servants and/or agents which causes injury to person or property.

- Confidentiality – the information exchanged/to be exchanged and the contents of the negotiated agreement are to be treated as confidential save for such information that must be legally disclosed.
- Policies - the successful bidder is obliged to comply with AL’s instructions, regulations and policies.
- Taxes – the successful bidder shall be responsible for paying its taxes. Withholding tax shall apply to any foreign entity for services rendered in Trinidad and Tobago. In this regard, AL may withhold from any amounts due or payable under the contract, and remit to the Board of Inland Revenue such taxes it is legally required to withhold.
- Termination - AL shall have the right to terminate immediately for a material breach and otherwise with written notice in accordance with the contract.
- Dispute Resolution - disputes shall be settled via a three (3) pronged approach: Bilateral discussions between the parties failing which, mediation shall take effect. Where the parties are unable to settle the dispute via mediation, the dispute shall be settled in the courts of Trinidad & Tobago.
- Contract Management - The successful bidder shall clearly communicate deviations from set targets promptly and partner with AL to troubleshoot and resolve problems. This interface and collaboration with AL will in no way relieve the successful bidder of its contractual obligations.
- Payment – Unless otherwise agreed, payment shall be net thirty (30) days upon verification and approval of the presented invoice.
- The above does not prevent AL from including additional terms to be agreed between the parties.

7.0 SERVICE PERFORMANCE REVIEWS

The successful bidder shall be subject to reviews of their service performance, which shall be a performed by the Manager – Corporate Services or designate, with input from the relevant stakeholders for the various areas. These reviews will be held at least on a quarterly basis to discuss the service and review the provider’s performance. These discussions shall include customer’s complaints related to the service provided, internal complaints brought forward by relevant stakeholders (internal and external) and suggestions for improvement or corrective actions. The reviews shall be held quarterly but may be more frequently conducted should the need for corrective actions and performance management arise. Where at a performance review, one or more criteria of assessment are ranked as poor or unacceptable:

1. The parties shall agree at the time of the conduct of the review or within five (5) business days thereafter, on the measures to be taken by the Provider to improve its performance to a level acceptable to AL’s management and the time frame in which this must be done;

2. Within three (3) business days of agreeing on the measures and timeframe the Provider, through their selected delegate, shall confirm in writing that the measures in question have been implemented.

8.0 BID REQUIREMENTS

Bidders are required to provide the following as part of their submission in the following order:

1. Pre-Qualification documents (Per **Section 3.0**)
2. A brief outline of your firm's experience and certifications in providing similar product/service.
3. A completed pricing proposal based on the requirements outlined in sections **4.0 Scope, 5.0 Technical Requirements**.
4. Anticipated resources you will assign to the project (staff, roles, titles, experience and certifications).
5. A clear statement of exclusions.
6. A clear outline of what the Company would be required to provide for the provision of the required services.
7. A completed Supplier/Contractor Information Form (*blank version included with RFP*)

NB: Failure to submit these requirements may result in your bid not being considered.

Submission of these documents and forms as part of your bid does not automatically indicate that your company has been registered as a supplier. Successful bidders will be contacted to commence contract negotiations. Provided that negotiations are successful and there is offer and acceptance of the contract, successful bidders will be subsequently registered on AL's supplier database.

9.0 PRICING, INVOICING AND PAYMENT

Prices submitted must be valid for a period of at least ninety (90) days after the closing date of the tender to allow for the evaluation of bids and the selection of the contract awardee.

The selected bidder will be required to provide the company with detailed invoices for all services and materials provided as agreed upon in the service contract. Our proposed payment terms shall be net thirty (30) days upon verification and approval of the presented invoice.

Payment shall be made via Automatic Clearing House (ACH) for local suppliers and via wire transfer for foreign suppliers. All bidders must ensure Section C of the Supplier/Contractor Information form is completed properly, reflecting the correct banking details, to ensure timely settlement of invoices.

10.0 EVALUATION CRITERIA

AL will evaluate all proposals based on set criteria. To ensure consideration for this RFP, all bids must be complete and include all the following criteria:

Category	Weight
Bids must provide all pre-qualification requirements and be presented in a clear and organised manner	20
Pricing	30
Experience and performance rating	25
Capabilities of service & technicality	25

AL reserves the right to perform a site visit of the bidders' operations to determine whether adequate skills, equipment and resources are available for the performance of the intended contract. AL also reserves the right to request any additional information that it may deem necessary to make an informed decision on any bid.

11.0 FINAL BID SUBMISSION INSTRUCTIONS

- Bids must be submitted electronically in a PDF or readily accessible format in the order stipulated in **Section 8.0 - Bid Requirements**.
- Electronic bids must be submitted via email **tenders_al@angostura.com** on or before **September 15th, 2021** by **4:00pm**.
- **Late submissions will not be accepted or considered.**
- Bids must be addressed as follows:

Executive Manager – Corporate Services
 Angostura Limited
 Cor. Trinity Avenue & Eastern Main Road
 Laventille, Trinidad & Tobago

REF: CS01-2021 – FLEET CARD SERVICE

- Receipt confirmations via return email shall be provided for bids received by the stipulated deadline date.
- ALL queries related to the RFP document should be made in writing only via email to **tenders_al@angostura.com** with a subject heading “**Query – CS01-2021 – FLEET CARD SERVICE**”.

- Queries will not be facilitated via telephone call, any other form of discussion or on the deadline date for submission. Please allow at least one (1) working day for responses to queries.

12.0 TENDER/RFP TIMELINE

ACTION	DATE	TIME
RFP Release	22.08.2021	
Deadline for questions	13.09.2021	4:00pm
Deadline for submissions	15.09.2021	4:00pm
Acknowledgement of submissions	17.09.2021	4:00pm
Evaluation Period	17.09.2021 - 30.09.2021	4:00pm
Notification to unsuccessful bidders	08.10.2021	4:00pm
Notification to successful bidders	08.10.2021	4:00pm
Contract start (projected)	01.11.2021	

-----END---



CS01-2021 – FLEET CARD SERVICE
Appendix A - Provider Performance Rating

This rating sheet is to be completed and signed by all the bidder’s reference companies.

Company: Name of client:

Number of years’ experience with the client:

	POOR (1)	FAIR (2)	GOOD (3)	EXCELLENT (4)
Staff Competency				
Level of Service				
Reliability				
Quality of work				
Monitoring ability				

OVERALL RATING 1 2 3 4

 Name of Company

 Company Stamp/Seal

 Address of Company

 Signature of Authorized Representative

 Position

 Name (Block Letters)

_____/_____/_____
 Date (dd/mm/yyyy)

CS01-2021 – FLEET CARD SERVICE

**Appendix B - Supplier/Contractor Health, Safety, Environment and Quality (HSEQ)
Questionnaire**

INSTRUCTIONS FOR COMPLETING THIS PRE-QUALIFICATION FORM

- You are required to answer all questions.
- Where appropriate please include copies of documents and records requested.

SCORING KEY					FOR OFFICIAL USE ONLY	
1. No information 2. Meets expectation 3. Above expectation					SCORE	MAX
	QUESTIONS	YES	NO	COMMENTS / ANSWERS		
1	Do you have a documented Health, Safety and Environment policy or management system? If yes, please provide signed policy statement or contents of manual.					3
2	State who is ultimately responsible for HSE matters within your company at the most senior level of management. Please provide their contact details below: Name: Job Position: Phone: Fax: Email Address:					n/a
3	Do your operations employees are trained with a level of HSE? If yes, please state the details of the training.					3

4	Do you have any documented accidents preceding two years? If yes, please state your accident figures.					3
5	What is your company's legal history? Please state whether there are any prosecution or law enforcement against your company.					3
6	Do you have a formal risk assessment process that identifies hazards, risks and ensures the implementation of the associated control measures? If yes, please submit a copy.					3
7	Do you regularly communicate Health and Safety matters to all staff? If yes, how often (daily, weekly, fortnightly or monthly).					3
8	Do you have a documented Drugs / Alcohol abuse policy? If yes, please provide a signed copy.					3
9	List any citations, notices of prohibitions, or other form regulatory non-compliance.					3
10	Do you conduct inspections on operating equipment e.g. Manlifts, scaffolds, harness, etc. in compliance with the manufacturer and or regulatory recommendation?					3
11	Do you maintain the applicable inspection and maintenance certification records for operating equipment? Please provide copies.					3

12	Is your company ISO 9001 / 14001 and or 18001 certified? If yes, please provide certificate. If no, please state your status regarding your intention towards certification.					3
13	Is your company STOW certified? If yes, please provide certificate. If no, please state your status regarding your intention towards certification.					3
14	Do you conduct on-site HSE inspections? If yes, please state who conducts the inspections, how often and supply a copy of the inspection form.					3
15	Do you have a "new employee" or "visitor" orientation program (Safety briefings, muster point roll outs, etc.)? If yes, please explain.					3
16	Do you have a safe system of work (SSOW) policy? If yes, please provide a copy.					3
17	Does the SSOW include working at Heights?					3
18	Does the SSOW include confined space work?					3
19	Does the SSOW include Hot Work?					3
20	Do you have a documented Quality Policy and or a Quality Management system? If yes, please provide signed policy statement or contents of manual.					3
21	Do you have a process for the identification of					3

	Environmental Aspects and Impact arising from your operations/undertakings?					
22	Do you have a Hazardous Communication Program in place? If yes, please provide a copy.					3
23	Do you have a Waste Management Program in place? If yes, please provide a copy.					3
24	Do you properly store, handle and dispose of hazardous materials?					3
25	Do your company engage in site supervision for the duration of the project?					3
26	Do you have any reference from previous jobs? If yes, please attach supporting information or documentation.					3
					SCORE/TOTAL	75

The undersigned hereby certifies that the information submitted in this application is complete and true in all respects and that he/she is authorized to execute and submit this application form on behalf of the company/organization.

Signature:

Name of Signatory:

Position in the Company:

Company Stamp: