

# *Fairmont*

SOUTHAMPTON



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

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### **Exclusive Guest Transportation Partner(s)**

Fairmont Southampton – Bermuda

**Issue Date: January 30, 2026**

**Contract Term: 2026 - 2028**

**Responses Due Date: February 28, 2026**

## **1. Introduction**

Fairmont Southampton is preparing for its highly anticipated reopening in Summer 2026 following a comprehensive transformation. As one of Bermuda's most iconic resort destinations, the property will welcome more than 70,000 guests annually from 2027 onward, with a strong mix of leisure, luxury, group, incentive, social, and destination management business.

Fairmont Southampton seeks transportation partner(s) to deliver best-in-class guest experiences, operational excellence, and sustainable commercial success.

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## **2. Partnership Objectives**

- Deliver a luxury-standard arrival and departure experience
- Provide safe, reliable, and seamless transportation
- Support individual, group, incentive, and DMC business
- Integrate into Fairmont's guest journey
- Co-create innovative guest experiences
- Build scalable long-term partnerships

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## **3. Exclusivity, Scope & Modular Service Structure**

Fairmont Southampton seeks to appoint transportation partner(s) across defined service modules. Proposers may submit proposals for one or both modules outlined below.

The selected partner(s) will be granted exclusive rights for all Fairmont Southampton-arranged transportation services within the awarded module(s).

Service delivery is structured as follows:

### **Module A – Individual Guest Transportation (Core Resort Services)**

Includes, but is not limited to:

- Pre-arranged individual guest transfers (airport and point-to-point)
- Hotel airport shuttle services
- On-demand and ad hoc guest transportation requests
- VIP and premium individual transfers

## **Module B – Group & Event Transportation**

Includes, but is not limited to:

- Pre-arranged group airport transfers
- Hotel Group and Discover Bermuda movements and shuttles island-wide
- Weddings and social events
- Conferences and incentive programs
- Discover Bermuda Destination Management (DMC) movements

For any awarded module, exclusivity applies to all transportation booked, arranged, facilitated, coordinated, or recommended by Fairmont Southampton through any channel, including pre-arrival communications, concierge, group sales, in-resort services, and digital guest platforms.

Fairmont Southampton is specifically interested in partners with demonstrated operational capability, fleet access, and staffing models to support real-time, on-demand, and ad hoc transportation requests at a luxury service level, including during peak periods, late-night hours, and compressed arrival and departure windows.

All guest-facing marketing, messaging, and offers must occur exclusively through Fairmont-controlled channels and remain fully aligned with Fairmont brand standards.

## **3A. Service Module Participation**

Proposers must clearly indicate:

- Which module(s) they are bidding on (Module A, Module B, or both)
- Operational approach for each module
- Fleet allocation by module
- Staffing model by module
- Pricing structure by module
- Any dependencies between modules

Fairmont Southampton reserves the right to award modules separately or together, based on service quality, operational capability, commercial value, and strategic fit.

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## **4. Volume Expectations**

From 2027 onward, Fairmont Southampton anticipates welcoming 70,000+ guests annually, in addition to significant group, incentive, wedding, and destination event business.

Individual transportation unlikely be more than 600 people per day.

Group Transportation movements may reach volumes of up to 1,200 guests within compressed time windows, particularly for large groups, conferences, and peak season events.

Proposers must demonstrate the operational capacity, fleet access, staffing, and contingency planning required to support high-volume and surge-demand scenarios without service degradation.

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## **5. Guest Experience Standards**

As the first and final physical touchpoint of the guest journey, transportation services must reflect the standards of a luxury resort.

Mandatory requirements include:

- Luxury-standard meet-and-greet experience
- Digital signage displaying hotel or guest names
- Professionally presented staff
- Immaculate, climate-controlled vehicles
- Real-time flight monitoring
- Proactive, real-time guest communication
- Discreet, courteous, and polished service delivery

Service failures at this stage of the guest journey will be treated as critical incidents.

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## **6. Technology & Integration (Optional / Value-Add)**

Fairmont Southampton strongly prefers partners that offer modern, reliable, and scalable technology platforms to enhance guest experience and

operational efficiency. However, technology capabilities are considered a value-added differentiator rather than a mandatory requirement, particularly for Module B (Group & Events).

Proposers should outline any available technology capabilities, which may include:

- Guest registration and check-in functionality
- Real-time vehicle tracking
- Automated dispatch
- Flight tracking and delay monitoring
- API or platform integration
- Guest messaging tools
- ETA calculation and visibility

Where technology is provided, accurate and continuously updated estimated time of arrival (ETA) visibility for guests and Fairmont operational teams is strongly preferred.

Partners offering integrated booking, live service management, and post-service accounting workflows will be viewed favorably.

Fairmont retains full ownership of all guest data generated through any systems used.

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## **7. Booking, Service Delivery & Post-Service Accounting Workflow**

As part of the RFP response, proposers must clearly describe their end-to-end operational workflow, from booking through service delivery and post-service accounting.

### **A. Booking Process**

Proposers must outline:

- How individual and group bookings are initiated
- How on-demand and ad hoc requests are handled
- How guest registration is captured
- How special requests and preferences are recorded
- How confirmations are issued to guests and Fairmont teams
- How modifications, cancellations, and re-bookings are managed

Strong preference will be given to partners offering technology-enabled, integrated booking workflows that minimize manual processes and enable real-time visibility for Fairmont teams.

## **B. Service Delivery & Live Operations**

Proposers must describe:

- How vehicles are dispatched
- How drivers are assigned
- How flight delays and disruptions are managed
- How guests are notified in real time
- How ETAs are calculated, updated, and communicated
- How service exceptions are flagged and resolved
- How Fairmont teams are kept informed during live service delivery

Accurate real-time ETA visibility for Fairmont operational teams is critical.

## **C. Post-Service Follow-Up & Accounting**

Proposers must describe:

- How completed services are recorded
- How charges are calculated
- How adjustments (wait time, delays, reroutes, upgrades) are handled
- How invoices are generated
- How data is reconciled with Fairmont systems
- How disputes are handled
- How reporting is delivered (daily, weekly, monthly)

Strong preference will be given to partners offering automated, transparent, and auditable accounting and reporting workflows.

## **D. Technology Integration Preference**

Fairmont Southampton strongly prefers partners whose booking, service delivery, and accounting workflows are fully supported by integrated technology platforms, rather than manual or fragmented systems.

Proposers must clearly identify:

- What systems are used
- What is automated vs manual
- What integrations are available
- What dashboards Fairmont teams can access

## **8. Commercial Framework**

Recommended proposals should include commission of no less than 20%, revenue share, or hybrid models.

Fairmont retains full approval rights over all guest-facing pricing.

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## **9. Pricing Submission Requirements**

Pricing must be submitted separately by module (Module A and Module B), and by individual vs group.

Individual pricing must include airport transfers, hourly rates by vehicle type, point-to-point, ad hoc, and VIP services.

Group pricing must include group transfers, shuttles, events, itineraries, and large-volume movements. If vendor quoting on both modules, expect savings for contracting group volume (v. individual pricing).

All pricing must disclose wait times, billing increments, delays, cancellations, surcharges, peak pricing, and all add-ons.

All pricing must be presented in a guest-friendly, easy-to-interpret format, with no hidden fees.

Fairmont Southampton reserves the right to approve or revise any guest-facing pricing structures prior to launch and on an ongoing basis.

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## **10. Vehicle Coverage and Fleet Variety**

Partners must provide diverse fleets including luxury sedans, SUVs, VIP vehicles, minibuses, coaches, ADA-accessible vehicles, and specialty vehicles.

All vehicles must meet luxury standards.

Fairmont Southampton recognizes that fleet expansion and diversification may be required to meet the scale, quality, and experience expectations of this partnership. Where appropriate, Fairmont Southampton is willing to provide formal written support to the Bermuda Transport Control Department and other relevant regulatory authorities in connection with

approved fleet expansion applications directly related to servicing Fairmont Southampton's business.

Proposers must detail current fleet, expansion plans, vehicle age, replacement cycles, contingencies, and accessibility.

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## **11. Discover Bermuda DMC Integration**

Partners must support curated itineraries, weddings, excursions, and themed touring.

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## **12. Product Innovation**

Partners are encouraged to propose arrival moments, VIP services, scenic transfers, and themed touring.

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## **13. Branding and Appearance**

Staff must present to luxury hospitality standards.

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## **14. Operations and Staffing**

24/7 dispatch required.

Arrivals-hall presence required.

On-property desk optional.

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## **15. Insurance and Risk**

Vendor must provide proof of:

- \$1M general liability per occurrence
- \$2M aggregate

- \$1M automobile liability
- Workers' Compensation (as required by law)
- Employer's Liability
- Cyber liability

Fairmont Southampton must be named as Additional Insured.

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## **16. Confidentiality, Discretion, Guest Privacy, and Data Protection**

In performing services under this agreement, the selected partner will have access to confidential and personal information relating to Fairmont Southampton, its guests, clients, and partners. The partner agrees to treat all such information as strictly confidential and to use it solely for the purposes of fulfilling its contractual obligations.

The partner must comply with Bermuda's Personal Information Protection Act 2016 (PIPA), including implementing appropriate administrative, technical, and physical safeguards to protect personal information against unauthorized access, disclosure, loss, or misuse. Personal information must not be disclosed to third parties, retained beyond operational necessity, or used for marketing or solicitation purposes.

Guest data shall remain the property of Fairmont Southampton. Data must be stored securely and retained only for the minimum period required to perform services.

Any actual or suspected data breach must be reported to Fairmont Southampton immediately and no later than twenty-four (24) hours from discovery, together with details of the nature of the breach and corrective actions taken.

Failure to comply with this section shall constitute a material breach of contract and may result in immediate termination.

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## **17. Performance Management**

KPIs include satisfaction, punctuality, resolution speed, reliability.

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## **18. Term and Termination**

The initial term of the agreement shall be three (3) years from the mutually agreed service commencement date. Subject to satisfactory performance, Fairmont Southampton may extend the agreement for up to two (2) additional one-year renewal terms.

Fairmont Southampton may terminate the agreement immediately upon written notice in the event of:

- Material breach of contract
- Failure to meet service standards or KPIs
- Violation of confidentiality or data protection obligations
- Failure to maintain required insurance
- Insolvency or cessation of business
- Conduct that negatively impacts guest experience or Fairmont's brand
- Regulatory non-compliance or loss of operating licenses

Fairmont Southampton may also terminate the agreement for convenience upon ninety (90) days' written notice.

Upon termination or expiration, the partner agrees to cooperate in an orderly transition of services for up to sixty (60) days to ensure continuity of guest experience.

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## **19. Governing Law and Jurisdiction**

This agreement will be governed by laws of Bermuda.

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## **20. Audit Rights**

Fairmont Southampton reserves the right to audit relevant records and systems up to twice annually.

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## **21. Proposal Requirements**

Company overview  
Financial stability

Fleet model  
Technology platform  
Staffing and training model  
Guest experience approach  
Detailed workflow description  
Pricing  
Recommended credit limit (if applicable)  
Innovative concepts  
ESG commitments  
References

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## **22. Timeline**

Issue: January 30, 2026  
Submission: February 28, 2026  
Presentations: March 2026  
Selection By: April 30, 2026  
Launch: Summer 2026

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## **23. Contact and Submission**

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