

Fairmont

SOUTHAMPTON



Request for Proposal (RFP)

Exclusive Electric Vehicle Hire Partner

Fairmont Southampton – Bermuda

Issue Date: January 30th, 2026

Responses Due Date: February 28th, 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 a sole, exclusive electric transportation partner to deliver best-in-class guest experiences, seamless technology integration, sustainable commercial success, and a commitment to environmental stewardship.

2. Partnership Objectives

To establish a partnership with a reliable electric vehicle, hire provider located on property for Fairmont Southampton guests.

3. Exclusivity & Scope

The selected partner will be granted exclusive rights for all Fairmont Southampton-arranged electric transportation services, including but not limited to:

- Provision of electric vehicles for guest hire.
- Maintenance and charging solutions for vehicles.
- All guest-facing marketing, messaging, and offers must occur exclusively through Fairmont-controlled channels and remain fully aligned with Fairmont brand standards.

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.

Proposers must demonstrate the operational capacity, access to an electric fleet, staffing, and technology to reliably support high-volume and surge-demand scenarios without service degradation.

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 and utilize electric vehicles.

Mandatory requirements include:

- Online booking platform.
- Availability year-round.
- Staffing trained to Fairmont standards.
- Rates in line with or below market to show loyalty.
- Service failures at this stage of the guest journey will be treated as critical incidents.

6. Technology & Integration

The selected partner must provide and maintain a modern, reliable, and scalable technology platform designed to support a seamless luxury guest experience, high-volume resort operations, and electric vehicle availability.

Strongly Preferred:

- The technology platform must support integrated booking, live service management, and post-service accounting workflows in a transparent and auditable manner.
- Guest registration and check-in functionality, including QR-based or mobile-enabled workflows.
- Fairmont retains full ownership of all guest data generated through the system.

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

Proposers must clearly describe their end-to-end operational workflow, from booking through service delivery and post-service accounting.

Proposers must outline:

- How individual and group bookings are initiated.
- How on-demand and ad-hoc requests are handled.
- How special requests and preferences are recorded.
- How confirmations are issued to guests and Fairmont teams.
- How modifications, cancellations, and rebookings 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.

8. Commercial Framework

Fairmont Southampton seeks a long-term, sustainable partnership model that reflects the exclusivity, scale, and strategic nature of this relationship.

Recommended proposals should include:

- A commission structure of no less than 10%, and/or
- A revenue-share model, and/or
- A hybrid commercial structure.

Fairmont retains full approval rights over all guest-facing rates, pricing structures, and any dynamic pricing mechanisms.

No guaranteed minimum revenue commitments are required.

9. Pricing Submission Requirements

Proposers must submit clear, transparent, and fully itemized pricing for all services. Pricing must be presented separately for individual guests and for group guests, where applicable.

- A. Individual Guest Pricing
- B. Group Guest Pricing
- C. Required Inclusions and Additions

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

10. Annual Pricing Review and Adjustment Process

The selected partner must submit proposed updated pricing for the following calendar year no later than December 1 of each year.

All proposed pricing updates must:

- Be clearly itemized.
- Identify any increases, decreases, or structural changes.
- Include written rationale for any material adjustments.

- Maintain transparency and guest-friendly presentation.

Any annual price increase shall be subject to a maximum cap of five percent (5%) per calendar year, unless otherwise expressly approved in writing by Fairmont Southampton. Fairmont Southampton reserves the right to approve, reject, or request modifications to any proposed pricing updates.

No updated pricing shall take effect unless formally approved in writing by Fairmont Southampton. If no updated pricing is approved, the existing approved pricing shall remain in effect.

11. Vehicle Coverage and Fleet Variety

The selected partner must organize, manage, and guarantee access to a diverse fleet of electric vehicles capable of supporting the full range of Fairmont Southampton's guest, group, event, and destination management needs.

All vehicles must meet luxury standards.

Proposers should clearly outline:

- Current fleet composition.
- Planned fleet expansion, if any.
- Vehicle age standards.
- Replacement cycles.
- Contingency sourcing during peak periods.
- Accessibility and inclusivity accommodations.

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.

12. Insurance and Risk

The vendor must provide proof of a minimum:

- \$1M general liability per occurrence
- \$2M aggregate
- \$1M automobile liability
- Employer's Liability

- Cyber liability

Fairmont Southampton must be named as Additional Insured.

13. Confidentiality, Discretion, and Guest Privacy

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.

14. Performance Management

KPIs will include, but are not limited to:

- Guest satisfaction
- Resolution speed
- Service reliability
- Escalation frequency

Penalty clauses will apply for repeated or material failures.

15. Term and Termination

The initial term shall be three (3) years from the mutually agreed service commencement date. The agreement may be renewed for up to two (2) additional one-year terms, subject to performance and commercial alignment.

16. Governing Law and Jurisdiction

This agreement shall be governed by the laws of Bermuda. The courts of Bermuda shall have exclusive jurisdiction.

17. Audit Rights

Fairmont Southampton reserves the right to audit relevant records and systems up to twice per year. Material discrepancies may constitute grounds for termination.

18. Proposal Requirements

- Company overview
- Financial stability
- Fleet model (electric)
- Technology platform
- Staffing and training model
- Guest experience approach
- Detailed workflow description
- Pricing
- Innovation concepts
- ESG commitments
- References

Timeline

- **Issue:** January 2026
- **Submission:** February 28, 2026
- **Presentations:** March 2026
- **Selection By:** March 2026
- **Launch:** Summer 2026

Contact and Submission

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