



# **Government of Montserrat**

## **Invitation to Tender**

**for the**

### **Participation in Framework Agreement for Montserrat Twin Otter Services**

**December 2021**

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# 1. INTRODUCTION

## 1.1 Purpose of This Document

This Invitation to Tender is supplied by the Government of Montserrat (GOM) to assist potential suppliers in the preparation and submission of Tenders in connection with the supply and operation of a **Twin Otter Services** to and from Montserrat. The information contained herein is confidential and must not be used for any purpose other than that connected with this process.

## 1.2 Disclaimer

The information contained in this document is believed to be correct at the time of issue but neither GOM nor their advisors will accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. GOM reserves the right to amend or vary any area of this document during the course of the procurement.

## 1.3 Confidentiality

All information provided in this document, particularly financial information, shall remain confidential between the organisation and GOM and its advisers. GOM will not share this information with any other organisations or Public Bodies without the permission of the organisation. Similarly, organisations must treat all information provided by GOM and its advisers as confidential.

Respondents are required to respect the confidentiality of the process and must not seek to gain advantage by discussing this process or any potential bid with the Press, any UK or GOM official involved in the process or the UK Foreign, Commonwealth Development Office (FCDO). Under no circumstances should direct contact be made with anyone else regarding this process without the prior arrangement or agreement of the GOM Head of Procurement. Failure to observe this confidentiality may result in disqualification from the tender process.

All information supplied by the Contracting Authority in connection with this ITT shall be regarded as confidential except that such information may be disclosed for the purpose of obtaining sureties and quotations necessary for the preparation of responses to this Request for Tender.

## 1.4 Communications

All communications should, in the first instance, be sent by email to:

Name	Harjinder Jutle
Title	GOM Head of Procurement
Email	<a href="mailto:procurement@gov.ms">procurement@gov.ms</a> and copy <a href="mailto:jutleh@gov.ms">jutleh@gov.ms</a>

## **1.5 Participation**

Tenders must be submitted by, or on behalf of, the proposed provider of the services. No change in the identity or composition of the Bidder (including the identity or composition of any partner in a consortium or of any sub-contractor to the Bidder) is permitted during the procurement process unless GOM has given its prior approval in writing.

## **1.6 Authorities**

The Authority concerned with this Tender is the Government of Montserrat. The procurement procedure will be managed in accordance with GOM's Procurement Regulations, a copy of which can be found at [www.gov.ms](http://www.gov.ms)

## **1.7 Contract Award**

The Government of Montserrat will enter into a Framework Agreement pursuant to Section 25 of 2019 Montserrat Public Procurement regulations for a maximum duration of three (3) years. All tenderers who fulfil the administrative requirements in this document will be placed under the Framework Agreement and Government of Montserrat will:

- a. procure services as and when needed by inviting price offers for a mini-competition among service providers (companies) that have entered into the framework agreement for price comparison and award of contracts.

## **1.8 Inclusion of Additional Service Providers**

The Government of Montserrat reserves the right to include in the Framework Agreement during the lifetime of this arrangement, additional qualified service providers who fulfil the minimum requirements in this ITT.

## 2. THE INVITATION TO TENDER

### 2.1 Purpose of the ITT

- a. The Purpose of this ITT is to invite sealed tenders from eligible companies for the Provision of Twin Otter Services for the Government of Montserrat under a three (3) years' Framework Agreement;
- b. Bidders must provide a detailed proposal in their Tender Submission comprising all the documents requested under the Section 8 (Checklist) of this Tender document to the Government of Montserrat;
- c. Only technical qualified bidders will be subsequently invited to submit their price offers;
- d. Bidders should note that the operational details, service standards and other statements on service provision and legislative compliance made by the Bidder as part of their proposals will form a binding part of the final Contract for the operation of the Services.

### 2.2 The Procurement Process

Project Details	Deliverables
<b>Invitation to Tender for Framework Agreement for Montserrat Twin Otter Service</b>	Date Published on Government of Montserrat Website and myTenders portal <b>Thursday 09<sup>th</sup> December 2021</b>
Duration of Framework Agreement	three (3) years
<b>Access to the ITT Suite of Documents</b>	ITT can be downloaded from the Government of Montserrat website at <a href="https://tenders.gov.ms/">https://tenders.gov.ms/</a> Electronic tender packs can be downloaded, completed and submitted via the myTenders Portal at <a href="https://www.mytenders.co.uk/">https://www.mytenders.co.uk/</a> If you are intending to make an electronic submission to this tender, please register your interest on myTenders at the earliest opportunity. Please ensure that you allow sufficient time to upload your documents
<b>Clarification deadline and contact details</b>	<b>Monday 24<sup>th</sup> February 2022</b> Email; <a href="mailto:procurement@gov.ms">procurement@gov.ms</a> and copy <a href="mailto:Jutleh@gov.ms">Jutleh@gov.ms</a>
<b>ITT submission deadline</b>	<b>Wednesday 09<sup>th</sup> February 2022</b> no later than 12.00 midday, (Eastern Caribbean time) 16.00 hours British time
<b>Tender Submission address</b>	The Chairperson Public Procurement Board, Ministry of Finance and Economic Management, Brades, Montserrat
<b>Framework Commencement – this is an indicative date and may be subject to change</b>	April 2022

### 3. INSTRUCTIONS TO TENDERERS

Bidders should read these instructions carefully before completing the Bid and submitting a bid. Failure to comply with these requirements for completion and submission of a Bid may result in the rejection of the Bid. Bidders are advised therefore to acquaint themselves fully with all the provisions of this document.

#### 3.1 This ITT

This ITT contains information for the Invitation of Bids for the Provision of Twin Otter (or equivalent capability) Services between Montserrat and St Maarten, Montserrat and Antigua and other neighbouring hubs for the Government of Montserrat together with the Evaluation Criteria that will allow GOM to award a contract.

Potential bidders are invited to tender for the Montserrat Twin Otter Service to operate between Montserrat and St Maarten; Montserrat and Antigua and other neighbouring hubs.

Please read instructions to bidders before completing your submission. Failure to follow instructions may result in your bid being deemed non-compliant and being rejected.

If you require any clarification, please write to Ms. Harjinder Jutle, Head of Procurement at [procurement@gov.ms](mailto:procurement@gov.ms) and copy [Jutleh@gov.ms](mailto:Jutleh@gov.ms) no later than Monday 19th July 2021.

#### 3.2 Included in this tender dossier are the following:

- 1) Invitation to Tender
- 2) Instructions to Bidders/Tenderers
- 3) Guidance notes
- 4) Description of the Service (Technical Requirements)
- 5) Evaluation Criteria
- 6) Bidders details
- 7) Tender Checklist
- 8) Terms of Reference

#### 3.3 Submitting a Tender (Bid)

There are **two (2) options** for submitting a tender:

##### 3.3.1 Making an Electronic Submission

- Electronic tender packs can be downloaded, completed and submitted via the myTenders Portal at <https://www.mytenders.co.uk/>

If you are intending to make an **electronic submission** to this tender, please register your interest on myTenders at the earliest opportunity. Please ensure that you allow sufficient time to upload your documents.

##### 3.3.2 Submitting a hard copy of your Tender

**Hard copies** can be submitted by hand – Please follow the instructions set out below.

You will need a plain envelope for the Tender submission. You must follow these instructions, failure to do so may result in the bid being non-compliant and not considered any further.

Follow the steps written below:

- a. Put your document in a plain envelope
- b. Write the name of the Bidder (Tenderer, Supplier) on this envelope
- c. Write the name of the project and the address on the envelope as written below:

**Invitation to Tender for Framework Agreement for Montserrat Twin Otter Services**

- d. Submit the envelope to the address as indicated below

The Chairperson  
Public Procurement Board  
Ministry of Finance and Economic Management  
P.O. Box 292  
Brades  
Montserrat, MSR1110

Failure to comply with this requirement will lead to your submission being deemed non-compliant and not considered any further.

Tenders are to be delivered to the address above by **12:00 midday Eastern Caribbean time, 16:00 British time, on Wednesday 09<sup>th</sup> February 2022.**

#### 4. GUIDANCE NOTES

1. The Montserrat General Conditions of Contract will be adopted for this Contract. The contract document will be provided to shortlisted bidders under this Framework Agreement at the time of inviting price offers for a service.
2. To constitute a compliant Bid, Bidders must submit all the documents requested under the Tender Checklist on section 8 of this document. Failure to fully submit these documents may lead to bids becoming non-compliant and rejected.
3. Tenders must be returned in line with the instructions for submitting a Tender. **Late submissions will not be considered.**
4. Tenderers are to provide all documents or information requested as part of their tender submission. Bidders must obtain for themselves at their own expense all information necessary for the preparation of their Tender.
5. Tenderers are not permitted to submit alternative tenders.
6. The Government of Montserrat has the right to accept and reject any tender offers.
7. Tenders must be completed in the English language
8. In completing Tender submissions and/or requesting clarification, Bidders must refer to the numbering format/section as set out in the ITT.
9. Only tenderers that fulfill the requirements as stated in this document will be considered technically responsive and hence placed under the Framework Agreement.
10. Government of Montserrat reserves the right to add Service Providers who were not in the original framework agreement but meet the minimum administrative and technical requirements as stated in this ITT in the Framework Agreement.

## **5. DESCRIPTION OF SERVICES (Technical Requirements)**

### **5.1 Aircraft Specifications**

#### **a. Type and variant**

The Government is seeking to contract for the supply and operation of a De Havilland / Viking Air DHC-6 Twin Otter to provide the Services.

The variant of the aircraft type should be a -300, as a minimum, with submissions that are based on the -400 variant also meeting the required technical standard.

#### **b. Interior configuration**

The passenger configuration should be sixteen (16) or more seat layout, unless the Bidder can provide a commercial justification for a variation.

#### **c. Other specification requirements**

The aircraft should be capable of carrying passenger bags, in addition to loose freight and perishable cargo.

The navigation, communications and safety equipment on the aircraft must comply with the standards required of the aircraft operator's safety regulator and be appropriate for operations between islands in the Caribbean.

### **5.2 Technical and Economic regulatory compliance**

#### **A. Technical**

- i. Bidders must hold a valid Air Operator's Certificate (AOC) issued by the safety regulator responsible for the oversight of the airline's operation. The DHC-6 Twin Otter must be included in the Operations Specification.
- ii. The Bidder must hold minimum levels of insurance appropriate to the planned operation including hull, passenger and third party liability cover.
- iii. Operators may require approval from ASSI for aspects of their operation, including approval for the carriage of dangerous goods.

#### **B. Governor's Instructions**

Aircraft operations to Montserrat Airport are subject to compliance with the Governor's Instructions – the current document, MON004, may be found on the ASSI website ([www.airsafety.aero](http://www.airsafety.aero)) or by clicking on the URL below.

Bidders are required to confirm that they have read this document, and are able to comply with the requirements.

[https://www.airsafety.aero/getattachment/Requirements-and-Policy/Governors-Instructions/20200224\\_MON004\\_Instructions-to-all-pilots-and-operators-of-fixed-wing-aircraft-operating-or-intending-to-operate-to-or-from-John-A-Osborne.pdf.aspx?lang=en-US](https://www.airsafety.aero/getattachment/Requirements-and-Policy/Governors-Instructions/20200224_MON004_Instructions-to-all-pilots-and-operators-of-fixed-wing-aircraft-operating-or-intending-to-operate-to-or-from-John-A-Osborne.pdf.aspx?lang=en-US)

Summary details include:

- Daytime operations only;
- Operations under Visual Meteorological Conditions (VMC);
- A Safety Risk assessment has been carried out;
- Minimum standards for flight crew training and demonstration of compliance with the Governor’s Instruction, and;
- Validity and recency experience for operations to John A. Osborne Airport.

### **C. Economic**

Bidders must provide evidence of their ability to operate commercial services between Montserrat and Antigua, as a minimum, and to other destinations as indicated in the Essential Requirements in Section 5 below. This evidence must include, where appropriate, details of the bilateral Air Services Agreements under which services are planned to be operated, and details of the Bidder’s designation by the relevant Transport Authority to provide scheduled international services.

Bidders that are not regulated by the United Kingdom or a UK Overseas Territory will require a Foreign Operator’s Permit (FOP) to be issued by the Governor prior to the commencement of services. Details of the approval process can be provided on request.

### **D. John A. Osborne Airport**

Bidders should note that there is no fuel available at John A. Osborne Airport.

The Aeronautical Information Publication (AIP) and other details of the airport may be obtained, on request, from the Airport Manager Mr Joseph Irish via email at [Irishjil@gov.ms](mailto:Irishjil@gov.ms)

## **5.3 Scope of the Twin Otter Service Under the Framework**

The scope of the Framework is the provision of a scheduled Twin Otter air service between Montserrat and Antigua, between Montserrat and St Maarten, and other neighbouring hubs. The essential and desirable services are set out in Sections 5.3.1 and 5.3.2 below. The submission must comply with the Essential Requirements stated in Section 5.3.1.

### **5.3.1 Essential “Minimum” Services**

As the Government of Montserrat (GoM) responds to the emerging air transportation needs in the medium term, the GoM will engage directly with Service Providers in the Framework Agreement, for the provision of a combination of services, as listed below:

- i. An air service, operating a minimum once daily service, up to 7 days per week between Montserrat and Antigua; Montserrat and St Maarten with connections to neighbouring hubs;

- ii. A method of selling and distributing passenger tickets appropriate to the travel requirements of the market, with interline agreements with foreign carriers to maximize connectivity to and market awareness of Montserrat;
- iii. The ability to carry international mail in compliance with UPU regulations;
- iv. A service that meets not only the transport needs of residents but also supports the economic development of the island through the development of a tourist market. In this regard, a fare structure and operating schedule that are consistent with the aims of supporting economic development and tourism growth will involve discussions and agreement with the Government;
- v. Back-up options to ensure continuity of service during periods of scheduled maintenance and periods of unavailability.
- vi. The ability to carry limited quantities of air cargo to and from the island

### **5.3.2 Desirable Services**

- i. The ability to provide increased services during periods of high demand, such as the St Patrick's Day holiday period in March, and the Christmas season;
- ii. The technical and economic regulatory capability to provide scheduled or charter services to islands other than Antigua, if requested by the Government;
- iii. The aircraft to be capable of carrying medical evacuation passengers; Bidders should state the extent to which the proposed aircraft can accommodate stretcher patients, with a description of the equipment to be used, its availability and the installation requirements in the aircraft.
- iv. Acceptance, with limited prior notice, of any Government requirement to provide air services in support of GOM Departments, including, without limitation, observational flights for the Police and other agencies; search-and-rescue operations.

### **5.3.3 Bidder requirements**

Bidders are requested to summarise any requirements or constraints that may apply to providing the services under the resulting Framework Agreement. Examples of issues may include:

- i. Minimum notice period between a request for service and commencement
- ii. Timing restrictions due to existing schedules
- iii. The time and costs associated with obtaining ASSI approval in compliance with the Governor's Instruction in force at the time of contract

## 6 EVALUATION OF BIDS

The following evaluation criteria will be used to evaluate Tenders received in response to this ITT. The Administrative Compliance would be applied before the remaining criteria and is either pass or fail, with failure meaning that bids would be deemed Non-compliant.

Only technically responsive bidders will be deemed qualified for the framework agreement to supply the aforementioned services to the Government of Montserrat as and when needed. Bidders must achieve a minimum score of 65% of the total technical score to qualify to be considered technically responsive.

EVALUATION CRITERIA	WEIGHT %
<b>Stage 1. Administrative Compliance</b> – see Section 8.0 Tender Checklist	PASS/FAIL
<b>Stage 2. Mandatory Technical Compliance</b> - see section 6.2 under Technical Compliance	
Regulatory and Technical compliance	PASS/FAIL
Insurance	PASS/FAIL
Aircraft Suitability	PASS/FAIL
<b>Stage 3.</b> Bid submissions which do not satisfy the requirements (pass) for both stages 1 and 2, will be disqualified and not proceed to stage 3 (or the Technical Evaluation stage).	
<b>Stage 3. Technical Criteria</b> - see section 6.3 under Technical Criteria  Bids shall be evaluated within a maximum score of 100 points	<b>Percentage of total Points</b>
Operational Experience of the operating airline	30%
Backup provisions	20%
Pilot and Crew Suitability	15%
Financial Strength	10%
Location of Maintenance Facilities relative to home base	15%
Suitability of the Proposed Aircraft, including medevac capability	10%
<b>TOTAL</b>	<b>100</b>

### 6.1 Administrative Compliance (Pass/Fail) – Stage 1

Bidders must submit all the documents requested under Section 8, Tender Checklist and all other documents requested in the tender document. The tender checklist provides a list of requirements which need to be fulfilled. Details of previous experience must be submitted in accordance with the Technical Compliance below.

This is a pass/fail criterion. If all the above requirements are fulfilled, then the tenderer would move onto Stage 2. If any of the above-mentioned items are not submitted, then the tender may be deemed non-compliant and rejected.

## **6.2 Mandatory Technical Compliance (Pass/Fail) – Stage 2**

### **6.2.1 Regulatory and Technical compliance**

- a) Provide copies of the following certificates or approvals from the technical regulator:
  - i. Current Air Operator's Certificate for current routes in the Caribbean region and demonstrate how operations certificates to Montserrat will be obtained
  - ii. Current Foreign Operators Permit (FOP), if not currently available, provide details on how and timings for securing FOP in order to commence operations
  - iii. The General Operations Specification, showing the type and variant of Twin Otter of minimum -300.
  - iv. Any required Economic License permitting the sale of tickets to the public. This may be as a scheduled airline or through an Air Travel Organiser's License (ATOL);
  - v. Designation by the UK Department of Transport, or the foreign equivalent, to offer services between the planned point(s) or origin and Montserrat
- b) If above-mentioned certificates or approvals are not available, the bidder should provide details of the processes and timelines required to achieve compliance.

### **6.2.2 Insurance**

Provide evidence of current or planned insurance

- a) Provide copies of the following insurance certificates from the Bidder's insurance broker:
  - i. Hull insurance for the proposed aircraft to be used for the services;
  - ii. Passenger liability insurance, and;
  - iii. Third party liability insurance.

### **6.2.3 Aircraft Suitability (Provide evidence of having a suitable aircraft)**

Provide evidence of having a suitable aircraft and in a position to commit one or more aircraft to the operation, in compliance with the technical requirements for the proposed route(s).

This evidence must comprise the following:

- i. Inclusion of a specific aircraft on the bidder's Air Operator's Certificate, and;
- ii. The passenger configuration should be sixteen (16) or more seat layout, unless the Bidder can provide a commercial justification for a variation.

## **6.3 Technical Criteria – Stage 3 (100 points)**

### **6.3.1 Operational experience – 30%**

Please describe the operational experience of the airline that will be providing the services to Montserrat. The airline should provide evidence that it fulfils the requirements as provided below:

- i. A minimum of five (5) years of continuous operational experience with Twin Otter (or similar) aircraft;
- ii. A description of at least one (1) twin otter or similar operations in the Caribbean in the past five (5) years, and;
- iii. The numbers and types of aircraft in current service.

### **6.3.2 Back-up Provisions and Inter Airline Arrangement – 20%**

- a) Please describe how you would address the requirement for back-up options to cover maintenance or weather-related cancellations.

Bidders should identify all possible options, to include:

- i. In-house options with the same or similar aircraft types;
  - ii. In-house options with a different aircraft type, noting the requirements for operations to Montserrat, and;
- b) Commercial arrangements with other airlines. Please confirm with which airlines the relationships exist, the geographic location of their aircraft, the aircraft type, and their ability to comply with the regulatory requirements for operations to Montserrat. Please outline any existing inter Airline arrangement between your Airline and other airlines to which Montserrat Twin Otter Service could be added.

### **6.3.3 Pilot and Crew Suitability – 15%**

- i. Please provide details of any previous experience of the bidder's flight crew to John A Osborne Airport, Montserrat or any similar airport under approvals from ASSI or equivalent.
- ii. Please provide details of the number of Twin Otter rated pilots in your organisation.

### **6.3.4 Financial Strength of Bidders – 10%**

Bidders should submit a summarised audited financial statement (or summary financial statement prepared by a qualified accountant where audited accounts are not mandatory) for the past three financial years.

### **6.3.5 Location of maintenance facilities – 15%**

Please outline your arrangements for aircraft maintenance to include, as a minimum:

- i. The extent to which maintenance is performed in-house or sub-contracted, differentiated by airframe and engine;
- ii. The location of major maintenance facilities relative to the proposed base of operations for services to Montserrat;
- iii. Any spares pooling arrangements that you have in place – identified by partner and location of the spares.

Please provide an indication of any requirements you may have for the storage of spares at Montserrat Airport to support operations. Please detail any temperature, humidity and security requirements, and an indication of space.

Please state the dispatch reliability statistics for the planned aircraft type in your fleet, measured as the percentage of flights that failed to depart within 15 minutes of scheduled departure time due to maintenance issues.

### **6.3.6 Suitability of the Proposed Aircraft – 10%**

Please provide the following data on the aircraft proposed:

- i. Aircraft type and variant; engine variant, if applicable;
- ii. Certificated weights for the aircraft – Maximum Take-off Weight, Maximum Landing Weight, Maximum Zero Fuel Weight;
- iii. The estimated Operating Weight Empty, including all equipment required on board to provide the services;
- iv. Seating configuration, and;
- v. Medevac capability.

## 7 Respondent's Identification Details

A	PERSONAL INFORMATION
Company Name----- Registration number -----	
Company address----- -----	
Contact person-----	Position-----
Telephone number- -----	Fax number-----
Website-----	Email address:-----

B	QUESTIONNAIRE ( <i>TICK WHERE APPLICABLE</i> )		
1	Your entity operates as which one of the following?	√	Sole Proprietorship
			Partnership
			Limited Liability
			Others
			(0-1)
2	How many years has your entity been in operation?		(1-3)
			(3-5)
			(5-10)
			(10 & Over)
			(1-5)
3	Number of Employees within your entity?		(6-10)
			(11-15)
			(16 & Over)
			(1-3)
4	How many similar contracts has your entity successfully completed in the last 2 years?		(4-6)
			(7-9)
			(10 & Over)
			(50-100)K
6	What is the highest sum of any of the contracts completed in the last 2 years?		(101-200)K
			(201-400)K
			Over 400K
			YES/ NO
7	Has your entity failed to complete a contract for a public or private entity?		

C	SIGNATURE
<p>I hereby certify that the information outlined in this document is true and accurate to the best of my knowledge and belief. I understand false statement may result in denial of a contract and possible debarment from future prospects.</p> <p>----- Signature of Company Representative</p> <p>-----</p> <p>Date</p> <p>----- Company Name/Stamp</p>	

## 8 Tender Checklist

**Project Title:** Tender for Framework Agreement for Montserrat Twin Otter Services

**Date advertised:** Thursday 09<sup>th</sup> December, 2021

**Tender Deadline Date:** Wednesday, 09th February, 2022

**Tender Deadline Time:** 12.00 midday Eastern Caribbean time, 16.00 British time

The following documents that should be provided for a service provider's bid to be valid. Please tick as supplied. Failure to provide any of the stated documents will result in the bid being considered non-compliant and rejected.

- |  |                          |
|--|--------------------------|
| 1. Tax Compliance Certificate (if bidder is a local company)   | <input type="checkbox"/> |
| 2. Respondent's Identification Details – see Section 7   | <input type="checkbox"/> |
| 3. Current Air Operator's Certificate for current routes in the Caribbean region and demonstrate how operations certificates to Montserrat will be obtained            | <input type="checkbox"/> |
| 4. The General Operations Specification, showing the type and variant of the Twin Otter of minimum -300.   | <input type="checkbox"/> |
| 5. Any required Economic Licence permitting the sale of tickets to the public. This may be as a scheduled airline or through an Air Travel Organiser's License (ATOL); | <input type="checkbox"/> |
| 6. Proof of designation by the UK Department of Transport, or the foreign equivalent, to offer services between the planned point(s) or origin and Montserrat          | <input type="checkbox"/> |
| 7. A valid insurance certificate from a reputable insurance company  | <input type="checkbox"/> |
| 8. A document detailing the information outlined in section 6.3 Technical Criteria   | <input type="checkbox"/> |
| 9. Financial statements as detailed in Section 6.3.4   | <input type="checkbox"/> |
| 10. Bidder requirements as described in section 5.3.3  | <input type="checkbox"/> |
| 11. Confirmation that Governor's Instruction MON004 has been read  | <input type="checkbox"/> |

.....  
**Signed on behalf of Contractor**

.....  
**Date**

## **9 Appendix A: TERMS OF REFERENCE FOR THE MANAGEMENT OF A FRAMEWORK AGREEMENT FOR TWIN OTTER SERVICE FOR MONTSERRAT**

### **1. Background**

Montserrat is a UK Overseas Territory (OT) located in the Caribbean. Montserrat is a full member of both the Organisation of Eastern Caribbean States (OECS) and the Caribbean Community (CARICOM).

From the 1960s to the 1990s, Montserrat underwent economic modernisation, led by the tourism sector, and was regarded as one of the most successful islands in the region. Unfortunately, a series of volcanic eruptions in mid-1990s, resulted in nearly two-thirds of Montserrat becoming uninhabitable, with a similar proportion of its population displaced, mainly to the United Kingdom (UK) and to the collapse of its economy, especially the private sector. Currently, in real terms the economy is about half what it was in 1994, on the eve of the eruption, with productive sectors in some cases 1/3 or 1/5 what they were. Due to the subsequent loss of critical infrastructure, including seaport, airport and subsea fibre optic link, and most of its economic base, Montserrat became largely dependent on UK for financial aid. Over twenty years later, the economic base remains underdeveloped and Montserrat continues to face serious challenges, which are outlined in many studies, including the recent Economic Growth Strategy and Delivery Plan. Access is one of the key constraints on exploiting opportunities for Montserrat's growth and development. This is especially evident when it is recognised that tourism is a major opportunity, with Antigua, St Kitts, St Maarten and Guadeloupe all being 20+ - 50+ miles away. Antigua currently has almost 900,000 visitors per year, and St Kitts over a million.

As a result of the disaster, various emergency interventions such as provision of a subsidised ferry and of subsidised rotary then fixed wing air services were undertaken, which continue to date. The airport in Gerald's was constructed with a short strip designed for aircraft such as the De Havilland Twin Otter (current services are based on the Britten-Norman Islander.) Tourism is one of Montserrat's most promising exports and its growth will be supported by efficient access and connectivity links. Montserrat's local private sector needs cost-effective access to the regional market to source inputs, leverage new commercial opportunities and build a larger customer base. Montserratians rely on affordable access to goods and services that might not be available on island, in particular specialised health care and education. This also includes emergency evacuation. This consequently requires a reliable and Value for Money (VfM) access services with regard to the ferry and aircraft services

### **2. Introduction**

Access to Montserrat is very critical for the economic viability and sufficiency of the island hence the Access Division of the Office of the Premier and Procurement Department wish to establish a framework agreement to maintain a list of prequalified and approved service providers for a Twin Otter Services for the Government of Montserrat to ensure reliable and continued availability of these essential services at all times to the people of Montserrat or people who wish to visit the island.

Sea and Air Transport are very essential in the economic development of Montserrat as a society and development of tourism in particular thus when established, the arrangement will enhance the availability of reliable and high-quality services for the aforementioned areas.

The framework will be established through an open competitive process to give opportunity to all interested qualified companies to participate in the process.

### **3. Objective of this Framework**

The overall objective for this Framework is to ensure the efficient and effective availability of reliable Twin Otter services for the people of Montserrat, to enhance the availability of willing and competent service providers, and to promote the establishment of strong partnership with service providers for the provision of these essential services.

The framework agreement will also contribute to GoM's efforts to have improved procurement practices in ensuring that value for money is achieved. The service providers are expected to deliver quality services completed in line with GoM requirements and within specified timelines.

### **4. Establishing the Framework**

This framework will be established through an **“open tender” process**: a procurement procedure in which a request for tender is published inviting interested suppliers that satisfy the conditions for participation to submit tenders. All suppliers who substantially meet the administrative and technical requirements provided in the invitation to tender documents will be qualified to be part of this framework agreement for a minimum period of three (3) years.

Technical submissions that fulfil the minimum requirements stated in the invitation to tender documents will be regarded as standing offers from which contracts will be formed through Call-downs when the need arises for the procurement of services for which this framework is being established.

### **5. Operation of the Framework**

Bidders who fulfil the criteria set out in the Invitation to tender documents will be placed under the framework as approved providers of Twin Otter services to the Government of Montserrat for the next three (3) years. A secondary procurement process will be undertaken by the Office of the Premier through technical assistance of the Procurement Department to select a supplier from the framework through a call-down each time Twin Otter Services are needed by the Government of Montserrat.

***The secondary procurement process undertaken will be as simple and efficient as possible, however shortlisted companies may be requested to provide the following information where necessary in order to be considered for award of contract.***

- licenses, certificates including insurance certificates to confirm their validity for contract award.
- *Current operators Certificates*
- *Current Foreign Operators Certificates*

The selection of suppliers through secondary procurement processes will be carried out in the following ways as provided below;

- **a non-competitive basis** (e.g. directly obtaining a quote from any member of the framework) only in emergency cases.
- **a competitive basis** (e.g. inviting quotes to assessing technical/commercial characteristics from several or all members of the framework);

## **6. Management of the Framework Arrangement and Contract Management of Resulting Contracts**

Like all procurement contracts, framework agreements should be effectively managed to ensure the objectives and intended benefits are actually realised during the period of the framework. All contracts resulting from the framework arrangement should be well managed and monitored to fulfil expected benefits.

### **Effective contract management will assist in:**

- ensuring supplier performance;
- ensuring accountability and outcomes are achieved;
- ensuring continuous improvement; and

In particular, attention should be paid to monitoring the outcomes of the secondary procurement processes to ensure that suppliers have been utilised in accordance with the intended framework objectives and that only suppliers from the framework are utilised unless in cases where a contract couldn't be awarded using the framework for genuine reasons.

Monitoring of secondary procurements will be useful in determine which company is qualified to remain in the framework arrangement, companies that failed to fully fulfil their obligations in a contract awarded to them through a secondary procurement will be disqualified from the framework arrangement for the remaining term.

## **7. Duration of the Framework**

This Framework Agreement shall last for a period of three (3) years from effective sign-off by the Public Procurement Board, in compliance with the 2019 Montserrat Public Procurement Regulations.