



National Carnival Commission of
Trinidad and Tobago

2016

**NATIONAL CARNIVAL COMMISSION OF
TRINIDAD AND TOBAGO
REQUEST FOR PROPOSALS
SURVEY OF CARNIVAL 2017 SERVICES AND
PRODUCTS PROVIDED BY THE NCC
(REF: NCC-EOI-2017-01)**

TERMS OF REFERENCE

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Section 1: Instructions to Consultants

1.0 Background

The National Carnival Commission (NCC) (hereinafter called “NCC”) was established by Act No. 9 of 1991 and its objectives are:

- To make Carnival a viable national, cultural and commercial enterprise;
- To provide the necessary managerial and organizational infrastructure for the efficient and effective presentation and marketing of the cultural products of Carnival; and
- To establish arrangements for ongoing research, the preservation and permanent display of the accumulation of Carnival products created each year by the craftsmen, musicians, composers and designers of Carnival.

1.1 Summary of Request

1. The NCC wishes to engage qualified consultants/firm to submit Proposals to provide a Survey of Carnival 2017 Services, referred to as the “SERVICES”. Pursuant to this intent, NCC is seeking competitive quotes from qualified service providers for submission **no later than 3:00 p.m.** on **Monday 12 December 2016**, the due date, in the format required in this Terms of Reference (ToR).
2. Each proposal should be detailed enough to allow NCC to make an informed decision on the most appropriate provider.
3. Subject to this ToR, the NCC proposes to enter into a contract with the successful Consultants/Firm and the Commencement of the SERVICES shall be based on a start date to be agreed following award of a contract.

1.2 Legal Provisions

4. Nothing in this ToR or any communication made by NCC or its representatives, agents, employees or advisers shall constitute an offer of a contract or a binding contract between the National Carnival Commission and any prospective Consultants.
5. NCC is not obliged to accept or consider any proposal and reserves the right to reject any and all proposals, in whole or in part without incurring any liability to Consultants/Firm.
6. NCC reserves the right to accept the proposal which, in its absolute discretion, conforms to the criteria and requirements, in accordance with this ToR or to make alternative arrangements for the provision of the Services, including issuing a revised or different ToR.
7. NCC reserves the right to accept all or part of a proposal and is under no obligation to award a contract to the lowest priced Consultants/Firm.
8. Each Consultant/Firm affirms to NCC that:

- i. all information provided and representations made to NCC during the during the procurement or contract negotiation processes or performance of the contract (including, without limitation, all information and representations contained in the proposal) are neither false, inaccurate, misleading nor conceal any material facts;
 - ii. It shall not, directly or indirectly, devise or amend the content of their proposal in accordance with any agreement or arrangement with any other person, other than in good faith with a person who is a proposed partner, supplier, consortium member or provider of finance;
9. NCC will not be responsible or liable for the risks, costs, or expenses incurred by any respondent in the preparation of its response to this EOI or any expenses incurred (including travel) during its preparation.
10. While NCC has taken reasonable care to ensure that this EOI is accurate in all material respects and is believed to be correct at the time of issue, neither NCC, its advisors, nor any other awarding entities will accept any liability in any circumstances for its accuracy, adequacy or completeness, nor will any express or implied warranty be given. This exclusion extends to liability howsoever arising in relation to any statement, opinion or conclusion contained in, or any omission from, this EOI (including its Schedule) and in respect of any other written or oral communication transmitted (or otherwise made available) to any Consultants/Firms. No representations or warranties are made in relation to these statements, opinions or conclusions.
11. Each Consultant/Firm accepts and undertakes to comply with the terms and conditions in this section by agreeing to receive and or by responding to this EOI.

Section 2: Scope of Services

2.0 Objectives

The objectives of the surveys are to:

- Improve the products and services that the NCC provides to the public during the Carnival season.
- Improve cost effectiveness and efficiency.

2.1 Scope of Works

To design surveys, conduct data collection, provide analysis and comprehensive reporting on the following:

i. Customer satisfaction surveys at NCC Carnival events and venues:

- a. Stick-fighting Competition (Semi- Finals & Finals)
- b. Re-enactment of the Camboulay Riots
- c. Dimanche Gras
- d. Concessionaires at the Queen's Park Savannah (event days)
- e. Panorama (Semi-Finals & Finals)
- f. Calypso Fiesta
- g. Kaiso House
- h. Kings and Queens Show
- i. Parade of the Bands

ii. Site Utilization & Services Gap Assessment Surveys at Various Sites:

- a. Chemical Toilets
- b. Tents, Chairs and Tables
- c. Spectator Stands/Bleachers
- d. Ground Maintenance and Janitorial Services
- e. Sound, Lighting and PA Services
- f. VIP Hospitality
- g. Parking Facilities

Survey sites, would include, but not limited to the follow venues:

- Queens' Park Savannah
- Adam Smith Square
- Skinner Park
- Victoria Square
- Piccadilly Greens
- Downtown (South Quay)

A tentative schedule of the events can be found at Appendix 1 of this ToR.

2.2 Key Deliverables

2.2.1 Prepare for approval by the NCC the final proposed methodology for the surveys

2.2.2 Design the research instrument and administer questionnaires to capture customer satisfaction at the following shows/events:

- a. Stick-fighting Competition (Semi- Finals & Finals)
- b. Re-enactment of the Camboulay Riots
- c. Dimanche Gras
- d. Concessionaires at the Queen's Park Savannah (event days)
- e. Panorama (Semi-Finals & Finals)
- f. Calypso Fiesta
- g. Kaiso House
- h. Kings and Queens Show
- i. Parade of the Bands

2.2.3 Draft Custom Satisfaction Reports for review and comment by the NCC.

2.2.4 Prepare Final Customer Satisfaction Reports.

2.2.5 Design for approval by the NCC the proposed methodology for site utilization & services gap assessment which includes adequacy and quality of facilities and services, usage levels by patrons and average waiting times where applicable, use of space at the venue (e.g. placement of infrastructure etc.)

2.2.6 Conduct site assessments and investigate services gap.

2.2.7 Prepare Draft Report on Site Utilization & Services Gap Assessment for services at venues identified in 2.1 of the ToR.

2.2.8 Prepare Final Report on Site Utilization & Services Gap Assessment reports for services at venues identified in 2.1 of the ToR.

2.2 Qualifications and Experience

Firms must have a minimum of 5 years' experience in market research services with qualified personnel to perform study design, questionnaire writing, data analysis, and management reports.

Section 3: Proposal Structure and Criteria

The Consultants shall submit proposals in hard copy with the technical and financial submissions as two separate documents. One original and two copies should be presented of each document.

3.1 Technical Proposal

The Technical Proposal should contain:

- Background/Company Profile
- Proposed Approach/Work Plan/Methodology- elaborates and/or improves on the approach based on objectives and scope of work outlined in this ToR
- A Management Plan that relates the team members to the tasks to be performed
- Description of Firm Experience (including three (3) customer/client references attesting to the satisfactory performance of three (3) separate contracts in the last 5 years.)
- CVs of key personnel

3.2 Financial Proposal

The Financial Proposal should contain:

- Fee breakdown: Daily rates and number of days, by task of keys personnel as much as possible
- Expenses: communication, production, facilities and other expenses anticipated for the project
- Calculation of the total price: inclusive and exclusive of Value Added Tax
- Price must be valid for at least 90 days

i. Each Consultant shall submit the following documents together with its proposal:

- a. A valid VAT compliance/clearance certificate.
- b. A valid National Insurance clearance certificate.
- c. A valid Corporation Tax compliance/clearance certificate.
- d. A copy of its Certificate of Incorporation and latest Annual Returns
- e. Insurance Certificates
- f. Financial Statements (last three years)

ii. Each proposal is to be submitted, strictly in accordance with the requirements of this **ToR** otherwise, and at the sole discretion of NCC, it may be disqualified. Proposals submitted after the required time and date shall be disqualified.

iii. Proposals shall reach the office of the NCC **no later than 3.00 p.m. Monday 12 December 2016**- the due date.

iv. All prices shall be quoted inclusive of VAT (with VAT). VAT should be stated separately.

v. Response to this EOI should be addressed as follows:

Ref: NCC-EOI-2017-01
Secretary, Tenders Committee

National Carnival Commission
Cor. Gray Street & St. Clair Avenue
ST. CLAIR

3.3 Awarding of Points (Evaluation & Selection Criteria)

The following evaluation criteria will be used during the selection process:

Criteria	Maximum Points to be Awarded
Research methodology	20
Experience and Industry Knowledge	20
Innovation	10
Cost of Proposal	15
Company Capacity and Resources	10
Financial Performance	10
Quality of Proposal Content, based on ToR	15
Total	100

Section 4: Submission of Information

4.1 Clarification of the Document

Interested consultants may obtain further information (written enquiries only) at Email: tenderssecretary@ncctt.org

Written enquiries must be submitted to the attention of the Strategy & Business Development Manager mentioning Ref: NCC-EOI-2017-01 **on or before 4:00PM, Thursday 8 December 2016**. NCC shall respond to the enquiries through an e-bulletin to all interested parties on **Friday 9 December 2016**.

No further enquiries will be entertained beyond the specified date.

4.2 Confidentiality and Rights

- Proposals will be treated with confidentiality
- NCC reserves the right to reject any or all proposals for failure to comply with mandatory requirements
- NCC reserves the right to discontinue the invitation for expressions of interest/proposals.

Appendix 1

Tentative Schedule of 2017 Carnival Events (Relevant to Surveys)

Event	Date	Venue*
Panorama Semi-Finals	12 February	QPS
Stick- fighting Semi-Finals Competition	17 February	TBA
Calypso Fiesta	18 February	SP
Stick- fighting Finals Competition	22 February	TBA
Panorama Finals- Small Conventional Bands	23 February	SP
Re-enactment of Camboulay Riots	24 February	Piccadilly
Junior Parade of Bands	25 February	QPS
Panorama Finals- Medium & Large	25 February	QPS
Dimanche Gras/Calypso Monarch Finals	26 February	QPS
Senior Parade of Bands	27 February	QPS/Vs/AS/Piccadilly
Senior Parade of Bands	28 February	QPS/Vs/AS/Piccadilly
Kaiso House	TBA	Globe
King and Queen Shows	TBA	QPS

*TBA- To Be Advised; QPS- Queen's Park Savannah; SP- Skinners' Park; VS- Victoria Square, AS- Adam Smith Square