



**REQUEST FOR PROPOSAL
FOR THE DEVELOPMENT AND IMPLEMENTATION OF
AN ACCOMMODATION CHARGE ADMINISTRATION
FRAMEWORK & ICT SYSTEM**

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1. SUMMARY

The Government of Saint Lucia has approved the introduction of a fixed nightly accommodation charge on all guests of accommodation services in Saint Lucia. Upon enactment of the relevant legislation stayover guests at a registered accommodation facility will be required to pay an accommodation charge on their nightly stay.

The Saint Lucia Tourism Authority (SLTA) is requesting proposals for the development and implementation of an Accommodation Charge Administration Framework made up of a six-step process that is supported by a cloud-based, real-time, online information and communication technologies (ICT) system. The system will allow registered accommodation service providers to easily remit the charges they collect from stayover guests.

This will require the linkage to an existing database that already contains some information in respect to accommodation service providers. The Accommodation Charge Framework will, therefore, be built on the foundational concept of a database of accommodation service providers.

This Request for Proposal (RFP) specifies the service requirements, transactions and submission requirements. The highest ranked bidder will be selected to provide the required service.

2. SCOPE OF WORKS

I. Background

The desired system is web based and will computerize Accommodation Service Provider Registration, Accommodation Charge Declaration and Accommodation Charge Payment and Reconciliation Processes with the functionalities divided into six steps / modules:

1. Registration
2. Notification
3. Payment
4. Reconciliation
5. Verification and Auditing
6. Monitoring & Client Services

II. General Functionality

- Must be compatible with all modern web browsers (Chrome, Edge, Firefox, etc.)
- Creation of the role of administrator for the system. Role assigned to an employee of the SLTA
- The administrator must have full control of the privileges assigned to both internal and external users of the system.
- Internal Administrator must be able to configure role-based permissions.
- Internal Administrator must be able to create new items (workflows, forms, rates of accommodation charges) without vendor assistance.
- Internal Administrator must be able to modify system parameters as may be required.
- The option of having form fields mandatory/non-mandatory.
- Fields can be extracted for auditing purposes.
- Fields can be selectively hidden/shown.
- Built in Frequent Question and Answer (FQA) functionality.
- Conditional workflow steps.
- Storage for file attachments.
- The SLTA retains all ownership of the data stored on the platform including the source code.
- Linkage to existing accommodation service provider database hosted by the SLTA.
- Ability to link with third party agencies (Proposed Border Control Agency).
- Ability to create and maintain individual accommodation service provider accounts. Account can be populated with registration details, payment history, diary of collection actions, diary of audit actions, diary of objections or appeals actions, and any other relevant correspondence.

III. Registration Functionality and Process

A. E-user Registration

- An applicant (Natural Person) must complete and submit the online application available on the SLTA Website on behalf of an accommodation service provider to register himself /herself as a user of the system.
- After submission of the application, the user is asked to confirm his email.
- If submitted data is incomplete or not correct, administrator rejects the application. System sends an email message informing the applicant of the rejected registration application.
- If data is acceptable, administrator approves the external user. System sends an email message informing the applicant of the approved registration application.
- Approved user can log in to the system.
- Alternatively, the system administrator can create a user account accordingly to the paper-based request.

B. Accommodation Service Provider Registration

- An applicant can complete and submit the online prescribed registration form to become a registered accommodation service provider.
- If the submitted data is incomplete or not correct, the administrator rejects the application. System sends an email message informing the applicant of the rejected registration application.
- If data is acceptable, the administrator approves the application. System sends an email message informing the applicant of the approved registration application.

IV. Notification Functionality and Process

- Notification for payment to be sent to accommodation service provider by the **5th Business Day** of every month in respect of the accommodation charge collected for the previous month.
- Ability to incorporate into the system standardized notification letters.

V. Payment Functionality and Process

- Enables the online completion and submission of the remittance form /manifest.
- Enables the linkage/Interface for ecommerce between the banking system and the web portal.
- The Accommodation charge must be paid on or before the **21st day of every month** in respect to the accommodation charge collected for the previous month.
- Enables linkage to SLTA's Accounting System. The SLTA currently uses the accounting program SAGE 300.
- A e-user must create and prepare a remittance form/manifest for payment period in question.
- A payment method must be chosen. Payment can be performed using credit or debit card (to be confirmed by SLTA) or using account-to-account method. Account-to-account method allows the Accommodation Provider to transfer a sum of money directly from their bank account to SLTA's account with respect to the amount of the accommodation charge.
- Alternatively, the user can perform the common payment transaction in his/her e-banking system or via the bank cash counter services and upload a payment deposit slip to the system.
- The payment transaction details are sent to the web portal. This information is then transferred/posted in real time to the respective accommodation charge account folio stored in SAGE 300.
- The system must have the capability to interface with SAGE 300 with receipts and statement to be issued and viewed by Accommodation Provider.

- SAGE 300 maintains the accommodation charge account. Payment adjustments, the application of penalties and interest, and the processing of refunds are administered through SAGE 300.
- The system should enable the online submission of all supporting documents / attachments in PDF or CSV Format.
- The system must have built-in mechanisms to verify the accuracy of the submitted information.

VI. Reconciliation Functionality

- Ability to generate reports in respect of captured data fields for reconciliation purposes.

VII. Verification and Audit Functionality

- Ability to maintain a diary/log in with respect of all verification/audit actions and results.

VIII. Monitoring and Other Related Activities Functionality

- Ability to maintain a diary/log with respect of all appeals actions and results in respect to each accommodation service provider.
- Maintain a diary of general correspondence in respect of each accommodation service provider.
- System has standard reports with the ability to create ad-hoc reports based on all available form fields as per remittance form/manifest.
- Export reports in CSV or PDF Formats.
- Well documented Application Integrated Interface (API) that allows for integrating with other systems.

IX. The Web Portal Functionality

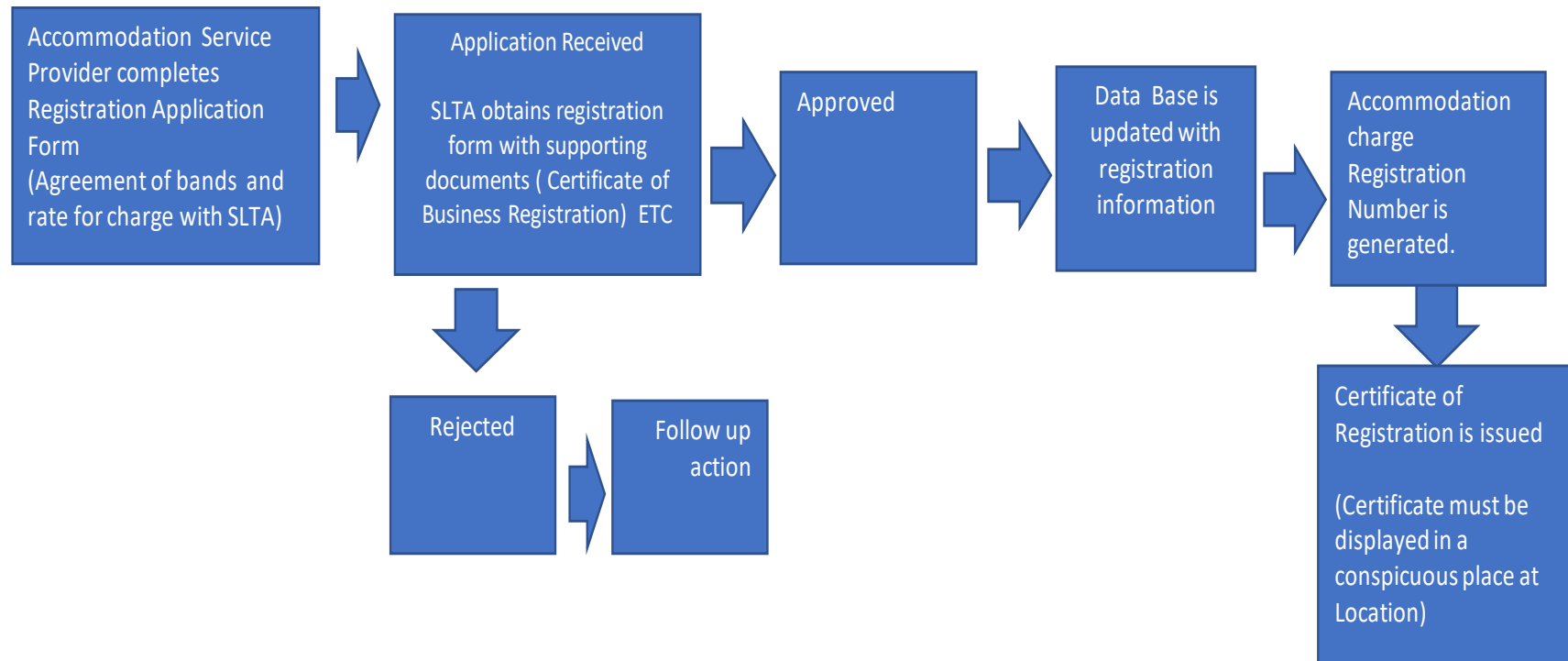
- Enables Secure Access: Each Accommodation Service Provider (**ASP**) will have secure access to the portal where they are able to enter the information required to establish their profile details. Each ASP will have a unique identifier and other authentication credentials.
- Allows real-time update, remittance form/ manifest completion and accommodation charge payment.
- Enables communication between the SLTA and each ASP.
- Enables Offline Processing: The portal is cloud based; however, the design must allow for transactions to be processed in off-line mode when needed.
- GDPR Compliance: The management of the information including its storage will be compliant with the General Data Protection Regulation (GDPR).

X. Training

- The vendor shall develop and provide to the SLTA an internal and external user manual.
- The vendor shall develop and provide to the SLTA a System Administrator's procedural and user manual.
- The vendor shall provide a schedule for training for Administrators of the system.

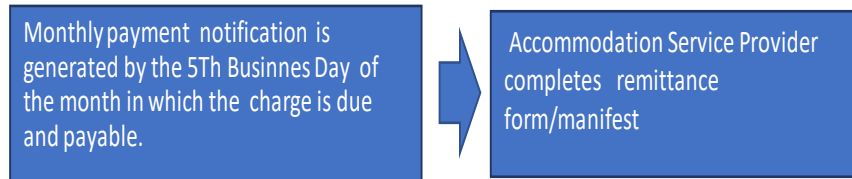
3. FLOW PROCESSES

Registration



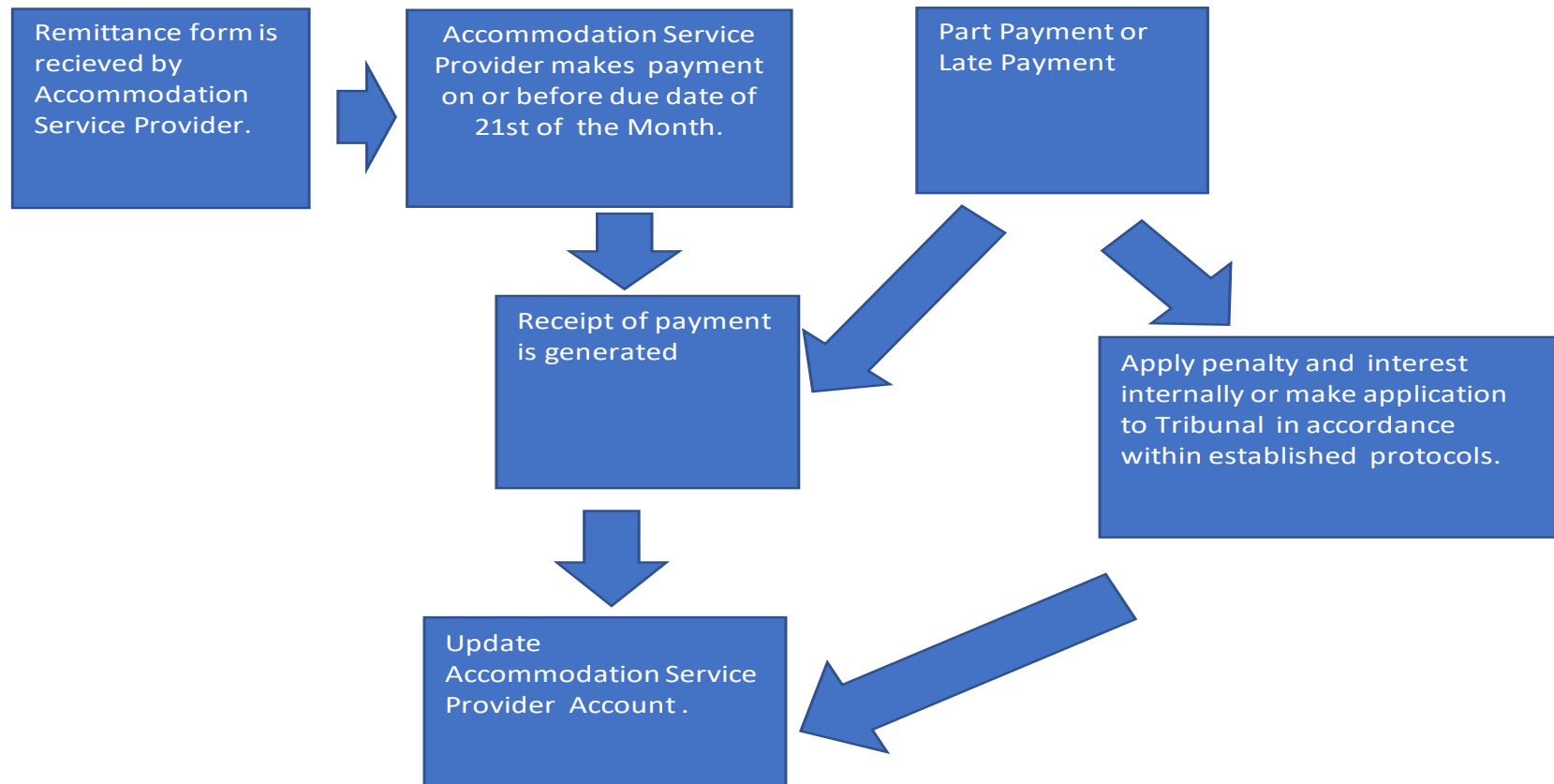
Accommodation Service Provider Registration Module enabling accommodation service provider registration as well as amendment of accommodation service provider data. The system will also allow the registered accommodation service provider to enquire on registration data. The database will be populated with all the information from the prescribed registration form. Information should be stored in a manner that facilitates analysis and validation through cross-checking against other information as E/D cards, licensing data and other externally sourced aggregate hotel performance and income data.

Notification



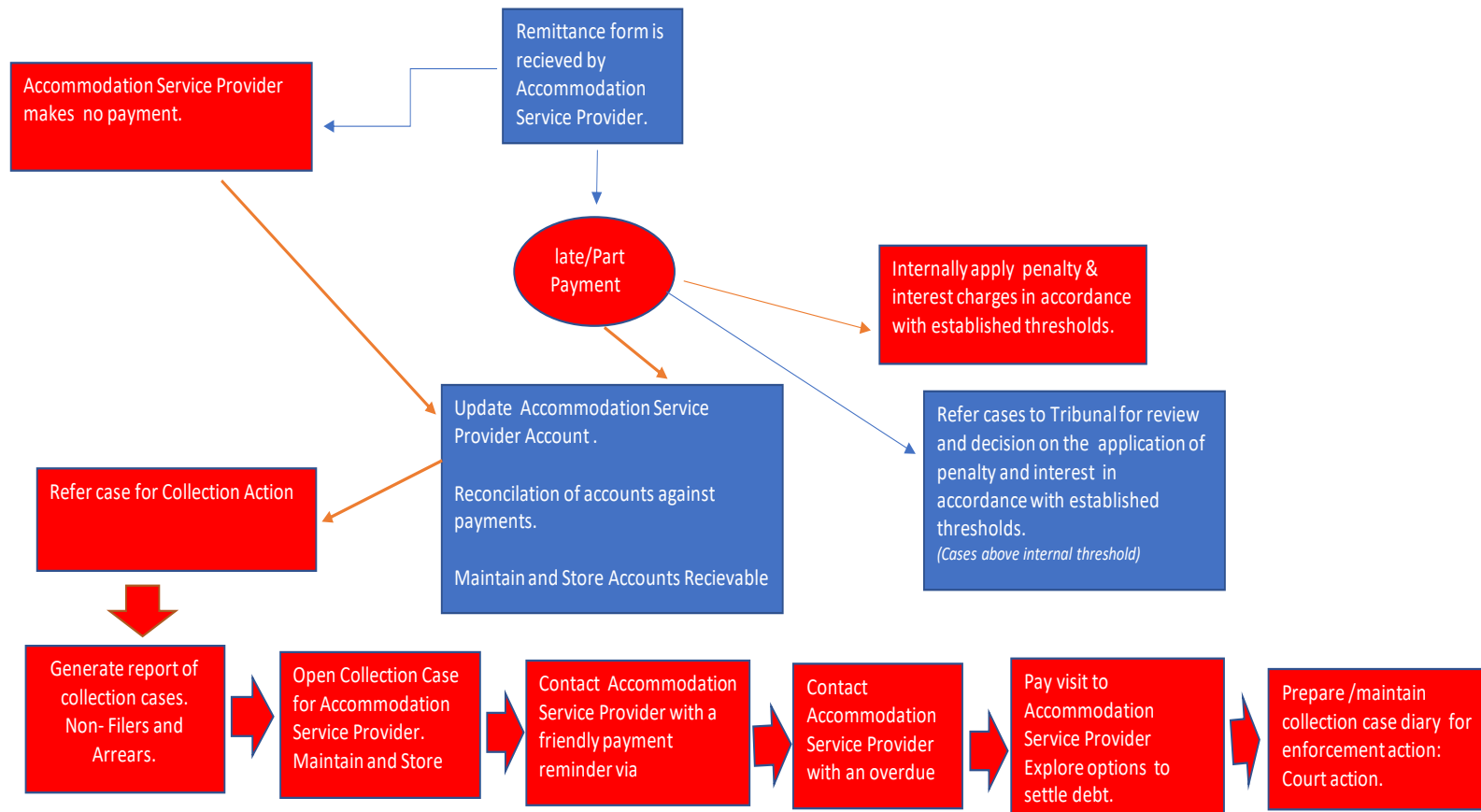
Notification module enables the generation of the remittance form/return and payment reminders.

Payments



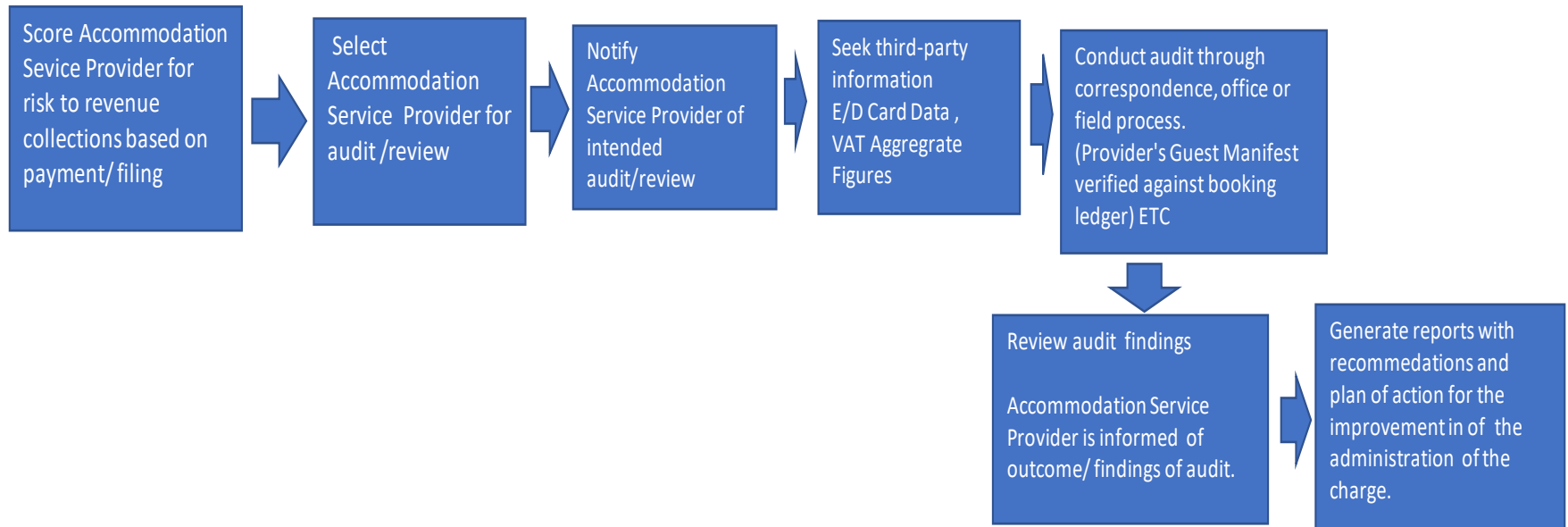
Payment module enables the accommodation service provider to perform electronic payments of the accommodation charge, by allowing for integration with a e-payment system for payments. This system should also enable the validation of the declaration. It will provide document management facilities with functionalities of archiving and storing attachments and forms in accordance with the legislative requirements. The overall purpose of the module is to ensure that the revenue due to SLTA from the accommodation fee is collected and remitted in a timely manner and that all accommodation providers conform to the law.

Reconciliation



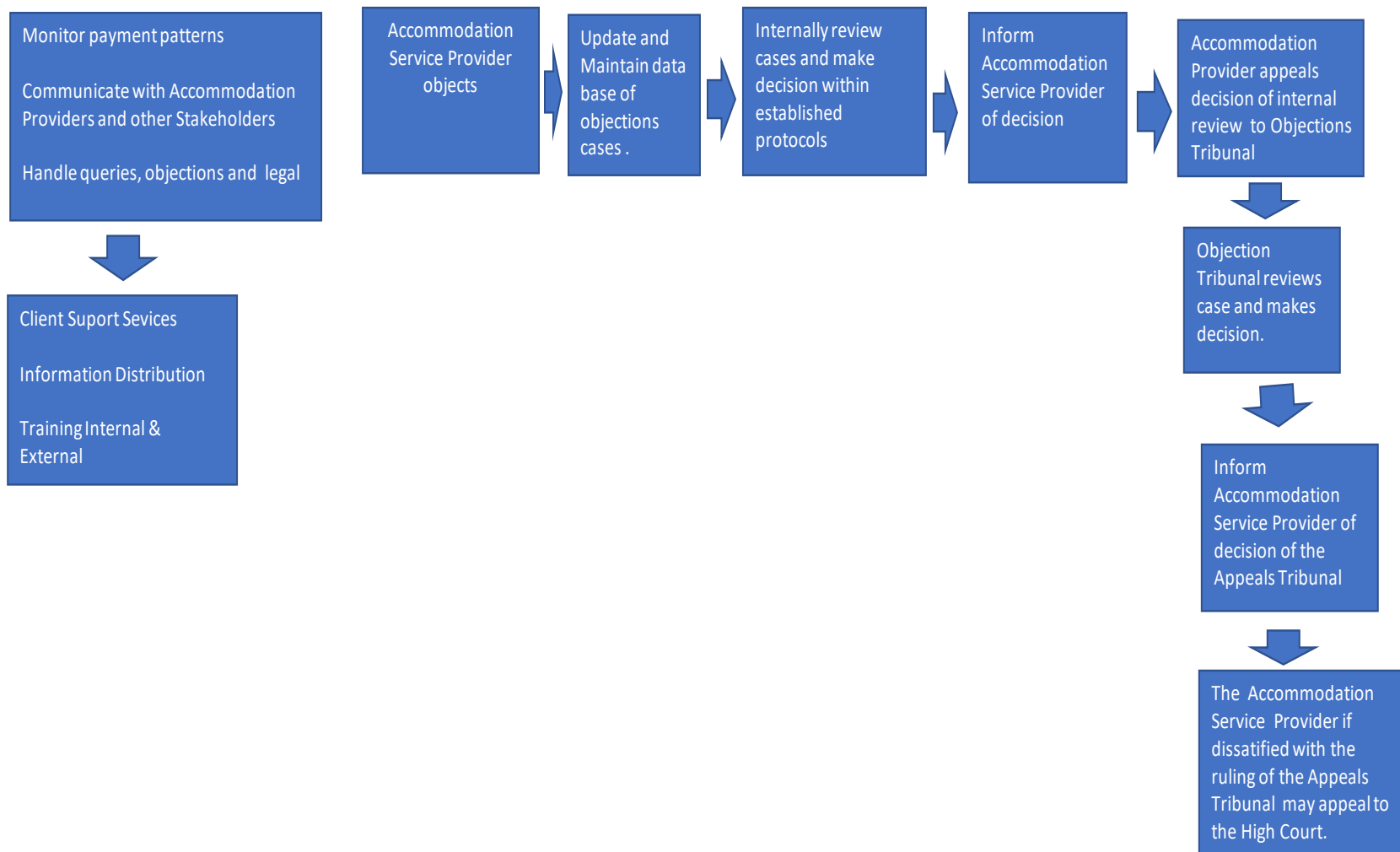
Reconciliation module enables the accounting for and the reconciliation of payments and non-payments by the accommodation service provider. This module maintains all collection cases with a diary of the collection and compliance actions taken in respect of each accommodation service provider.

Verification & Audit



Verification & Audit module enables the verification of submitted declaration with third party sources of information. This module maintains all audit cases with a diary of all audit actions and reports in respect of each accommodation service provider.

Monitoring & Other Related Activities



Monitoring & Other Related Activities stores and maintains all objections cases. Within this module all general correspondence and communication with an accommodation service provider must be stored.

4. **SCHEDULE**

Proposals should be received by 4:30 pm on Monday 12th May 2020.
Any submissions received after this date will not be considered.

5. **PROPOSAL SUBMISSION REQUIREMENTS**

To receive consideration, proposals must be submitted as follows:

1. Proposals should include a cover letter to the attention of the Chief Corporate Officer. The cover letter must include the name of the proposing individual/company, the name (s) of the professional (s) proposed to provide direct service for the duration of the project, e-mail address, postal address and telephone numbers.
2. Proposals should include a narrative that speaks to the qualifications relevant to the Evaluation Criteria outlined below, including a timeline with benchmarks and the number of hours and cost to accomplish the Scope of Work outlined above.
3. Proposals must clearly outline the responsibilities both of the Authority and that of the consultant. All costs payable by the Authority for these services must be clearly defined.
4. Proposals should include the resume(s) of the professional (s) who will provide direct service for this project.

By submitting a proposal, the vendor authorizes the Authority to contact references to evaluate consultant's qualifications for this project.

6. **EVALUATION CRITERIA**

All proposals will be evaluated based on the following criteria:

- Performance capability – the extent to which the proposal demonstrates ability to provide the depth and breadth of experience, skills, knowledge and creativity generally required for this project.
- Completeness and quality of response – the thoroughness and concern for quality in your response.
- Understanding of and commitment to the Authority mission and strategic objectives
- Budget
- Experience with similar organizations, preferably in the tourism sector.

7. REFERENCES

Please list the organization name, contact person, title, telephone number and email address of three references for similar projects, as well as a brief description of each project including the outcomes.

8. INTERVIEWS

Top rated vendor may be invited to an interview with the Authority's Board of Directors.

9. CONTRACT AWARD

The Authority plans to select and award a contract to the best qualified vendor by **25th May 2020**. The selected vendor and the Authority will then mutually discuss and refine the scope of works for the project and shall negotiate final conditions, compensation and performance schedule for the subsequent contract to be executed.

The vendor will be required to provide all the deliverables under the scope of works by **30th June 2020**.

10. SUBMISSION

All proposals should be addressed to and emailed to:

Chief Corporate Officer,
1 Bella Rosa Road, Gros Islet,
PO Box 221, Castries
Saint Lucia.

Email address:

ChiefCorporateOfficer@stlucia.org

11. **APPENDIX**

Prescribed Forms

1. Accommodation Charge Registration Form
2. Accommodation Charge Remittance Summary
3. Accommodation Charge Remittance Form/Manifest (Non-Sharing Platform) i.e. Bookings made directly, via Tour Operators and OTA's
4. Accommodation Charge Remittance Form/Manifest (Sharing Platform) i.e. Bookings made via AirBnB, VRBO, Homeaway.

Accommodation Charge Registration Form

Name of Property: _____

Trade Name: _____

VAT Taxpayer Account No. _____ NIC No. _____

Location _____

Mailing Address _____

No. of Rooms: _____

Type of Property ☐ Hotel ☐ Villa ☐ Rooms for Let
☐ Guest House ☐ Apartments ☐ Other

Contact Details:

Position/Title	Name	Telephone	Email
Owner			
Manager			
Accountant			
Primary Contact			

Applicable Band and Rate:

Non-shared Platform: ADR US\$ 120 and less -Band 1 Rate - US\$3 per person/night []

ADR US\$ 121 and more - Band 2 Rate - US\$6 per person/night []

Shared Platform: ADR US\$ 120 and less -Band Rate- 4% of total cost of accommodation []

ADR US\$ 121 and more -Band 4 Rate - 8% of total cost of accommodation []

The following documents (if applicable) must accompany your application:

1. A Copy of VAT Registration
2. Certificate of Incorporation
3. Certificate of Business Name

DECLARATION

_____ hereby certify that the information given on this application form is true, correct and complete
 further declare that I have the authority to make this disclosure of the information provided.

Signature

Title

____ / ____ / ____
Date

FOR SAINT LUCIA TOURISM AUTHORITY USE ONLY																
Application Received								D		M		Y				
Accommodation Charge Registration No.					0	0	0	0	-	0	0	-	0	0	0	0
Approved	<input type="checkbox"/>		Rejected	<input type="checkbox"/>		Date			D		M		Y			
Effective Date of Registration					Date			D		M		Y				
Approved By:	Name:					Position										



Non -Sharing Platform

Type of	Type of Accommodation
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HOTEL

6

Remittance Chargeable

105.00

0
0
0
0
0
0

21



Accommodation Charge Remittance Summary

Please Complete this Worksheet and the Areas highlighted in yellow

REG.#	0001-06-2020
NAME:	Harmony Hotel
PAYMENT PERIOD:	August 1 2020 - August 31 2020

REMITTANCES FOR ROOMS SOLD ON NON-SHARING PLATFORM

Total Number of Room Nights	Total Number of Guest	CSAP Band	Total Payable
7	3.00	\$6.00	\$105.00
NON SHARING PLATFORM CHARGES PAYABLE			\$105.00

REMITTANCES FOR ROOMS SOLD ON SHARING PLATFORM

Total Number of Room Nights	Total Accommodation Cost	CSAP Band	Total Payable
7	3,000.00	4%	\$120.00
SHARED PLATFORM CHARGES PAYABLE			\$120.00
GRAND TOTAL OF ACCOMMODATION CHARGES PAYABLE			\$225.00