



REQUEST FOR PROPOSALS (RFP)

Provision of Professional Interior / Architectural Design Services for the Development of the Orange Grove Branch Office

RFP Reference: JCU/OG/RFP/ADS/2026

Issue Date: August 20, 2026

Proposal Submission Deadline: November 28, 2026

IMPORTANT NOTICE: *This Request for Proposals (RFP) is issued by Jannou Credit Union for the sole purpose of procuring professional architectural design services for the “Orange Grove Branch Development Project”. This document and its contents are confidential and must not be disclosed to any third party without prior written consent. Responses do not constitute a commitment to award a contract.*

1. Background and Context

Jannou Credit Union Ltd. ("the Credit Union" or "Jannou"), with headquarters on Jeremie Street, Castries and an active branch office in Vieux Fort, is a member-owned financial institution in Saint Lucia. Dedicated to providing convenient, quality, and personalised service while maintaining strict financial stability, Jannou operates as a trusted cooperative partner. The Credit Union's principal activity is providing financial services and other cooperative benefits to its growing membership.

Jannou is governed by the Co-Operative Societies Act, No. 16 of 2024, the Co-operative Societies Regulation No. 16 of 2024, and the modern By-Laws of the Credit Union established in 2015. Membership eligibility is broad and open to the Saint Lucian public sector and quasi-government institutions, including entities such as the Water and Sewerage Company (WASCO), the National Insurance Corporation (NIC), and Saint Lucia Electricity Services Limited (LUCELEC). Individuals can also obtain membership by virtue of being a designated beneficiary of a deceased member or through immediate family sponsorship.

To support its corporate modernization strategy, and elevate physical and digital member experience through the expansion of its service footprint in the northern region of Saint Lucia, Jannou proposes to establish a modern flagship branch office at the Orange Grove Plaza in Bois d'Orange, Gros Islet. This landmark facility will integrate physical service delivery with innovative digital banking spaces, establishing a high-performance, climate-resilient presence.

2. Objectives of the Assignment

The primary objectives of procuring professional interior / architectural design services for the Orange Grove Branch Development Project are as follows:

- **Modern & Functional Space:** Develop a modern, functional, and visually distinctive financial institution that reflects Jannou's new corporate brand and meets contemporary retail credit union standards.
- **Resilience & Sustainability:** Deliver a highly resilient, energy-efficient, and accessible design that incorporates sustainable building practices, Saint Lucia climate-resiliency requirements, and modern safety features.
- **Engineering Coordination:** Serve as the Lead Consultant to integrate and coordinate civil, structural, mechanical, electrical, and plumbing (MEP) engineering inputs, as well as specialist cost and security consulting.
- **Tender Readiness:** Produce comprehensive, fully coordinated, tender-ready technical specifications, working drawings, and bills of quantities in collaboration with the Project's Quantity Surveyor.
- **Statutory Compliance:** Navigate and support the full statutory approval process, ensuring complete compliance with the Physical Planning Section of Saint Lucia, building code regulations, and environmental guidelines.

3. Detailed Scope of Services

The selected Interior / Architectural Design Consultant shall serve as the Lead Consultant, Lead Designer, and coordinator of all technical design disciplines. The Consultant is strictly responsible for integrating and coordinating civil, structural, mechanical, electrical, and plumbing (MEP) engineering inputs, as well as specialist cost (Quantity Surveyor) and security consulting. The assignment spans from initial concept formulation through construction oversight to final project handover. The scope is organized into six structured phases:

Phase 1: Concept Design

During the Concept Design Phase, the consultant shall evaluate the site, establish a functional spatial framework, and coordinate early technical constraints. Key requirements include:

- Conduct site analysis, assessing environmental factors, physical layout, and planning constraints.
- Prepare a comprehensive accommodation schedule mapping out spatial and staffing requirements and functional adjacencies.
- Develop up to three distinct schematic concept options representing different design solutions and spatial workflows.
- Prepare high-quality 3D visuals, interior/exterior architectural renders to reflect finishes, lighting etc. and material boards to articulate the visual concept.
- Coordinate spatial allocation zoning for all core MEP equipment, structural constraints, and primary security solutions.
- Collaborate closely with the Project's Quantity Surveyor (QS) to integrate early engineering assumptions and draft a preliminary project cost estimate aligned with the Credit Union's budget. Note that if the preliminary cost estimate is higher than CUS budgetary cost the client needs to be made aware before proceeding

Phase 2: Design Development

Upon selection and approval of the preferred concept option by the Jannou Board and Project Team, the Consultant shall advance the design, focusing on:

- Refining the approved schematic concept into a detailed design layout including floor plans, elevations, building sections, and initial material specifications.
- Convening and chairing regular structural, civil, MEP, and security design coordination meetings to integrate active services. Reviewing and cross-coordinating all engineering outline plans to eliminate inter-disciplinary design conflicts before finalizing the layout.
- Updating the preliminary project cost plan in coordination with the Quantity Surveyor based on refined material specifications and coordinated engineering inputs.
- Incorporating formal feedback and review notes from the Orange Grove Project Team.

Phase 3: Detailed Design and Fit-Out Documentation

The Detailed Design Phase focuses on translating the approved design into a fully integrated, comprehensive technical documentation package for construction tendering. The Consultant shall:

- Generate tender-ready detailed designs/architectural drawings, construction details, and fit-out drawings (interior layout, furniture, art & accessories, lighting design, space planning, ceiling plans, and finishes/materials).
- Produce detailed technical specifications and schedules of finishes, door/window schedules, and ironmongery specifications.
- Collaborate with civil, structural, and MEP engineers to compile a single cohesive construction document package.
- Coordinate closely with the Quantity Surveyor to facilitate the preparation of precise Bills of Materials (BoM) and an updated pre-tender estimate.

Phase 4: Tender Support

During the works procurement phase, the Consultant shall provide technical expertise to ensure a fair and transparent bidding process. Responsibilities include:

- Responding to technical queries and issuing official, consolidated clarification addenda across all architectural, engineering, and specialist disciplines during the contractor bidding window.
- Participating in pre-tender site meetings with prospective general contractors.
- Reviewing and scoring the technical component of submitted contractor bids against agreed-upon criteria, ensuring contractors have accounted for all coordinated engineering and security elements. Drafting a comprehensive Tender Evaluation & Recommendation Report for submission to the Orange Grove Project Team.

Phase 5: Final Deliverables

Following tender evaluation and contractor selection, the Consultant shall finalize the project records to establish the baseline construction set of drawings:

- Compile final, agreed project documentation reflecting any adjustments made during negotiations or clarifications.
- Deliver fully integrated electronic CAD/BIM models and consolidated drawings and specifications that seamlessly embed all final engineering, cost, and security consultant inputs into the master record set.

Phase 6: Project Close-Out & Handover

During the construction phase leading up to project handover, the Consultant shall perform targeted administration to drive the project to a successful conclusion, with services terminating at Practical Completion:

- Coordinate and consolidate input from all engineering and security specialists to perform final site inspections and compile a single, master Handover Deficiency (Punch) List.
- Manage the receipt, review, and verification of final technical testing, commissioning, and regulatory sign-off certificates from all sub-consultants.

- Consolidate and verify the final multi-disciplinary "As-Built" record documentation from all civil, structural, MEP, and security layouts, delivering a complete close-out dossier to the Orange Grove Project Team at Practical Completion.

3.1 Design Brief and Functional Requirements

The proposed Orange Grove Branch must incorporate modern retail banking paradigms, seamlessly blending secure financial transactions with an open, customer-centric environment. At a minimum, the design must accommodate:

- **Modern Banking Hall:** A spacious, welcoming, and ergonomically designed teller area and customer waiting zone.
- **Digital Banking/Self-Service Zone:** An interactive space equipped with kiosks and terminals to facilitate digital transactions and member training.
- **ATM Lobby:** A secure, well-lit, 24-hour accessible lobby accommodating automated teller machine.
- **Private Offices & Interview Rooms:** Private spatial solutions for loan officers, branch management, and sensitive member consultations.
- **Meeting & Training Room:** A multi-purpose, technology-enabled conference space for staff coordination and meetings.
- **Staff Facilities:** Comfortable lunchroom, and secure lockers.
- **Secure Cash Handling & Vault:** Strictly engineered cash counting room, dual-custody access routes, and heavy-duty vault spaces complying with financial security specifications.
- **IT / Server Room:** Dedicated climate-controlled, fire-suppressed server and telecom infrastructure room with redundant power provisions.

3.2 Design Standards and Regulatory Compliance

To ensure structural integrity, public safety, and operational resilience, the architectural and engineering designs must comply with the following standards:

- Universal Accessibility Standards (including ramp details, tactile indicators, and accessible counter heights).
- Standard financial sector cash-handling and high-security vault protection criteria.

4. Key Deliverables and Timelines

The expected total duration for the professional design services (Phases 1 through 3) is approximately 9 weeks, with statutory approvals, tender support, construction, and handover extending across the standard procurement and build cycle. The milestone deliverables, target timelines, and proposed payment structure are as follows:

Phase	Key Deliverables (Including Lead Consultant Coordination)	Target Duration	Payment %
Concept Design	Phase 1: Concept Design Report, comprising up to 3 distinct concept layouts, 3D high-fidelity interior/exterior renders, and a preliminary cost plan compiled and integrated with the Quantity Surveyor. Includes spatial allocation zoning for all core MEP equipment, structural constraints, and primary security barriers.	2 weeks	15%
Design Development	Phase 2: Design Development Report, comprising refined developed drawings, material selections, and an updated cost plan. Includes fully integrated and cross-coordinated civil/structural, MEP, and security outline plans verified by the Lead Consultant to eliminate cross-disciplinary design conflicts.	3 weeks	20%
Detailed Design	Phase 3: Detailed Design & Fit-Out Documentation, comprising tender-ready architectural working drawings, technical specifications, and fit-out details. Must be fully coordinated with the final Bill of Quantities (BoQ) and integrated with detailed, clash-detected engineering working drawings from civil, structural, MEP, and security specialists.	4 weeks	35%
Tender Support	Phase 4: Tender Support & Evaluation Report, comprising technical bid evaluation scorecards and a formal contractor selection recommendation report. Includes consolidated and coordinated responses to all contractor technical clarification requests (RFIs) across all engineering and specialist consulting disciplines.	1 week	10%
Final Deliverables	Phase 5: Final Deliverables, comprising compiled final, as-tendered/agreed project	As agreed	10%

	documentation, electronic CAD/BIM models, and consolidated specifications. Deliverables must feature full multi-disciplinary integration, ensuring all finalized engineering, cost, and security consultant inputs are seamlessly embedded into the master record set.		
Project Close-Out	Phase 6: Project Handover & Close-Out Dossier, delivered upon Practical Completion. Comprises the consolidated and verified "As-Built" record documentation (including all final civil, structural, MEP, and security system layouts). Includes the Consolidated Handover Deficiency (Punch) List cross-checked with all specialists, and copies of all final technical testing, commissioning, and regulatory sign-off certificates.	At Practical Completion	10%

***Note:** The durations outlined above are indicative and represent active production + or - timeline. Proponents must submit a detailed project schedule (Gantt Chart and Work Breakdown Structure) detailing their internal process, client review periods, and dependency milestones. Payment for each phase is strictly contingent upon the Client's approval of the listed deliverables. A phase shall not be deemed complete if there is an outstanding, material lack of coordination between the architectural drawings and the civil, structural, MEP, cost, or security inputs. The Consultant's coordination services shall formally terminate upon written acceptance of the Phase 6 deliverables at Practical Completion; the Consultant shall have no obligation to manage defects or coordinate inputs during any post-handover Defects Liability Period.*

5. Required Qualifications and Experience

Proponents must demonstrate high-calibre technical competency and extensive local experience to execute this assignment. The minimum qualifications are established as follows:

- **Established Firm Experience:** A licensed, registered designer /architectural firm with a minimum of 7 to 10 years of proven experience in delivering commercial, institutional, or retail financial buildings.
- **Relevant Portfolio:** Demonstrated track record of designing modern commercial spaces, corporate headquarters, bank branches, or credit union branch offices in Saint Lucia or the wider OECS region.
- **Multidisciplinary Leadership:** Proven capacity to lead and coordinate multidisciplinary consulting teams, including structural, civil, mechanical, and electrical engineers.

- **Professional Standing:** Active licensing and registration with the relevant professional bodies and associations in Saint Lucia (e.g., St. Lucia Institute of Architects, Association of Professional Engineers of Saint Lucia).
- **References:** A minimum of three (3) active client references for similar commercial designs completed within the past 7 years.

6. Proposal Submission Requirements

To facilitate a fair and thorough evaluation, proponents are required to structure their proposal package into two separate components: a Technical Proposal and a Financial Proposal. The complete package must include the following:

- **Cover Letter (Section A):** Signed by an authorised principal of the firm, affirming the validity of the bid and compliance with all RFP terms.
- **Firm Profile and Experience (Section B):** Brief corporate history, capabilities, and a structured list of similar projects completed, as formatted in Appendix B.
- **Understanding of Assignment (Section C):** A narrative demonstrating the firm's understanding of Jannou's strategic goals, spatial challenges, and the Orange Grove site's context.
- **Technical Approach and Methodology (Section D):** A detailed explanation of the design process, BIM/CAD utilisation, multidisciplinary coordination protocols, and client engagement mechanisms.
- **Proposed Team and Key CVs (Section E):** Detailed curriculum vitae, professional licensing credentials, and defined roles for the Lead Designer/Architect and key engineering sub-consultants.
- **Work Programme (Section F):** A detailed project schedule (Gantt Chart) detailing milestone deliverables and review windows.
- **Quality & Risk Management (Sections G & H):** A brief summary of internal quality control measures and a project-specific risk matrix detailing key design/architectural risks and mitigation plans.
- **References and Experience Matrix (Section I):** Completion of the forms provided in Appendix B and Appendix C.
- **Professional Registrations & Insurance (Section J):** Valid practising certificates and confirmation of Professional Indemnity, Public Liability, and Workers' Compensation insurance coverage.
- **Financial Proposal (Section L):** A separate, lump-sum financial proposal package broken down by design phase, formatted as detailed in Appendix D. Proponents must explicitly state all assumptions, reimbursable caps, and applicable taxes (VAT).

7. Submission Instructions

Interested firms must submit their technical and financial proposals electronically. Submissions must be delivered to the following designated secure email address on or before the established deadline:

- Secure Email Recipient: procurement@cscreditunion.org
- Subject Line: "RFP — Professional Architectural Design Services — Jannou Orange Grove Branch"
- Submission Deadline: November 28, 2026, at 4:00 PM (Saint Lucia Time)

Please Note: Late submissions will not be considered or evaluated. The proponent is solely responsible for ensuring their digital submission is fully uploaded and received before the submission deadline. Jannou Credit Union reserves the right to verify the timestamp of any electronic file received.

8. Proposal Evaluation Framework

Jannou will conduct a structured, transparent, and merit-based evaluation of all compliant proposals received. Proposals will be scored out of a total of 100 points based on the following weighted criteria:

- Understanding of Methodology
- Relevant Firm Experience
- Qualifications & Experience of Key Team
- Work Program & Delivery Approach
- Quality and Risk Management
- Financial Proposal

9. Rights of Jannou Credit Union

This RFP is a solicitation for proposals and does not create any binding contractual or legal relationship between Jannou Credit Union and any participating proponent. Jannou reserves the absolute right to:

- Accept or reject any proposal, in whole or in part, without providing detailed technical reasons or justifications.
- Request additional information, formal clarification, or supplementary documentation from any proponent to aid the evaluation process.
- Negotiate the detailed scope of services, proposed team structure, rates, and contractual terms with the preferred proponent.
- Cancel this procurement process, modify the scope of work, or re-issue the Request for Proposal at any time without incurring any liability, financial obligation, or cost reimbursement to any proponent.

10. General Terms and Conditions

Proposal Costs: All costs and expenses incurred by proponents in connection with the preparation, submittal, or presentation of their proposal shall be borne entirely by the proponent. Jannou will not be liable for any submission expenses under any circumstances.

Professional Services Agreement: Any formal appointment of a consultant resulting from this RFP is strictly subject to the negotiation and execution of a comprehensive Professional Services Agreement between both parties.

Compliance with Laws: The successful Designer / Architectural Consultant must strictly comply with all local laws, building codes, planning guidelines, and professional standards of Saint Lucia.

Subcontracting: The consultant shall not subcontract, delegate, or assign any material portion of the design, engineering, or coordination services without securing the Credit Union's prior written approval.

Appendices and Proposal Templates

Proponents must complete and attach the following structured appendix templates to their submission package:

Appendix A: Proponent Information Form

Legal Name of Firm:	
Registered Business Address:	
Primary Contact Person:	
Telephone Number:	
Email Address:	
Professional Registration / License Number(s):	
Years in Continuous Business:	
Authorised Representative Name & Title:	

Appendix B: Similar Project Experience Matrix

Provide details of three (3) relevant commercial, financial, or institutional building projects designed and delivered within the past 7 years:

Client & Project Name	Project Location	Scope / Services Provided	Contract Value (ECS)	Completion Date

Appendix C: Client References Form

Provide three (3) active professional client references matching the projects listed in Appendix B:

Client Organization	Reference Contact Person	Designation / Position	Telephone / Email Contact

Appendix D: Financial Proposal Form

Proponents shall complete the following lump-sum fee breakdown by design phase. All fees must be in East Caribbean Dollars (EC\$):

Design Phase	Professional Fee (EC\$)	Reimbursable Expenses (EC\$)	Total Cost (EC\$)
Phase 1: Concept Design (15%)			
Phase 2: Design Development (20%)			
Phase 3: Detailed Design Documentation (35%)			
Phase 4: Tender Support (10%)			
Phase 5: Final Deliverables (10%)			
Phase 6: Project Close-Out (10%)			
TOTAL PROPOSED FEE			

Appendix E: Declaration of Conflict of Interest and Non-Collusion

Project: **Orange Grove Branch Office Professional Interior / Architectural Design Services**

Bidding Firm: _____

We hereby declare and certify that, to the best of our knowledge, the submitting firm, its directors, partners, shareholders, affiliates, and proposed project team members have no actual, potential, or perceived conflict of interest that would prevent, impair, or bias the proper performance of the professional architectural design assignment.

We specifically declare that:

1. No member of our firm, project team, or their immediate families shares a close personal, familial, or material financial relationship with any member of the Board of Directors, Credit Committee, Supervisory Committee, Executive Management, or procurement staff of Jannou Credit Union.
2. Our firm is not a "connected party" or "related party" to Jannou Credit Union as defined under the Co-operative Societies Act of Saint Lucia and prevailing Financial Services Regulatory Authority (FSRA) guidelines.
3. Our firm has not participated in the preparation of the Terms of Reference (TOR) or any technical specifications for this specific procurement process.
4. This bid is made without any prior understanding, agreement, or connection with any other corporation, firm, or person submitting a proposal for the same services, and is, in all respects, fair and without collusion or fraud.

We understand and agree that:

- We have an ongoing obligation to disclose. Any potential, perceived, or actual conflict that arises subsequently during the procurement evaluation process or the contract term shall be immediately and formally disclosed in writing to Jannou Credit Union.
- Jannou Credit Union reserves the right to disqualify our bid or terminate any resulting contract immediately if any information provided in this declaration is found to be false, incomplete, or misleading.

Dated this _____ day of _____, 2026.

Authorized Representative Name:

Official Signature / Date:

Submitting Firm Title / Position:

Company Stamp/Seal: