الاتحاد
Etihad
لخدمات الطاقة
Energy Services

Request for Quotation (RFQ)

For

Corporate Travel Management Services

(RFQ No. 086)

RFQ Issue Date	**: February 11, 2020**
Response Due Date	**: February 23, 2020**
Response Due Time	**: 11:00 AM**
Location	**: Al Etihad Energy Services Co. LLC** **2nd Floor, DEWA Sustainable Building** **Al Quoz Industrial Area 3, Dubai, U.A.E**

1. Background information

Al Etihad Energy Services Co. LLC ("Etihad ES") is seeking proposals from travel agencies for provision of Corporate Travel Management Services.

2. Scope of Services

Etihad ES seeks to appoint a travel agency ("Agency") for provision of following:

1. Flight Reservations (First Class, Business Class and Economy)
2. Hotel Reservations (Five Star and Four Star Hotels)
3. Airport lounges, Meet and Greet and VIP Handling Services
4. Airport Transfers
5. Car Rental Services
6. Public Transport Reservations (International)
7. Travel Insurances
8. Arrangement of Visas

The Agency shall:

- Assign a dedicated account manager to manage to all transactions from Etihad ES and offer personalized, professional, high level of service.
- Provide a dedicated phone number and call prioritization to ensure travelers have direct connection to their preferred travel agent.
- 24/7/365 flight monitoring and automated travel alerts to ensure seamless travel experience.
- Provide after hours VIP travel support (available worldwide) to guarantee a high level of service at any time of the day for travelers.
- Furnish Air, Car and Hotel upgrades / changes– upon request.
- Carry out passport and visa coordination for international travels as required.

- For Flight Reservations, the Agency shall provide direct flight options from atleast 3 airlines on a given day. The flight options must include premium as well as budget carriers.
- At the time of reservation, the Agency shall ensure to provide flight seating options to the travelers for selection.

3. Proposals submission requirements

The Proposals should include following (at a minimum)

- Company profile (with list of clientele) with copy of trade license.
- Prices for Scope of Services. The bidder shall propose its fixed fee for each service listed as under. The bidder may submit multiple options (and prices) for services as per industry standard.

Service	Unit	Fees (AED)
Flight Reservation - First Class	Per transaction	
Flight Reservation - Business Class	Per transaction	
Flight Reservation - Economy Class	Per transaction	
Hotel Reservation	Per transaction	
Airport Transfer Reservation	Per transaction	
Car Rental Reservation	Per transaction	
Public Transport Reservation	Per reservation	
Airport Meet and Greet (please quote for different packages available such as Platinum, Diamond, Gold etc.	Per transaction	
Arrangement of Travel Insurances	Per insurance policy	
UAE Tourist Visa (14 Days) - Single Entry	Per Visa	
UAE Tourist Visa (30 Days) - Single Entry	Per Visa	

Service	Unit	Fees (AED)
UAE Tourist Visa (30 Days) - Multiple Entry	Per Visa	
UAE Tourist Visa (90 Days) - Multiple Entry	Per Visa	
Visa Services - Please provide your admin costs for visa assistance and coordination	Per Visa	

Pricing Schedule

Bidders can also propose alternate / optional pricing mechanism for review of Etihad ES.

Any clarifications related to this tender, should be addressed only to - tendercommittee@EtihadEsco.com.

The bidder shall submit an electronic copy of their proposals to tendercommittee@etihadesco.com latest by the **11 AM on February 23, 2020.**

The submission email must contain following in its subject:

"Proposal for Corporate Travel Management Services – RFQ # 086"

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