

TraveComm LLC is seeking proposals from established travel and tourism agencies in Dubai, UAE to become fulfillment partners for their upcoming online affiliate & partnership travel agency launch. This RFP outlines the requirements for potential partners to provide comprehensive travel services, including flights and hotel bookings, transfers, visa assistance, Holiday Packages, and both outbound and inbound tours. Selected agencies will play a crucial role in delivering high-quality customer service and managing client inquiries through various channels.

# **Request for Proposals: Travel Agency Fulfillment Partners in Dubai, UAE**



# About TraveComm LLC

TraveComm LLC is an emerging player in the online travel industry, poised to launch a cutting-edge OTA platform serving the UAE market. With a focus on providing exceptional customer experiences and seamless travel planning, TraveComm aims to revolutionize the way travelers book and manage their trips. The company's innovative approach combines advanced technology with personalized service, creating a unique value proposition for both customers and partners.

By partnering with established local agencies, TraveComm seeks to leverage industry expertise while offering a commitment to delivering high-quality customer service. This collaboration will enable TraveComm to provide comprehensive travel solutions while supporting the growth and development of the local travel and tourism ecosystem.

# Scope of Services Required

## Flight Bookings

Process and manage international flight reservations, including complex itineraries and group bookings. Handle changes, cancellations, and special requests efficiently.

## Hotel Bookings

Secure accommodations across various categories, from budget to luxury. Negotiate competitive rates and manage special requirements for diverse traveler preferences.

## Transfers

Arrange reliable airport transfers and local transportation services. Coordinate with trusted providers to ensure punctuality and comfort for travelers.

## Holiday Packages & Tours

Develop and manage both inbound UAE tours and outbound worldwide tours packages. Craft unique travel experiences catering to diverse interests and budgets.

# Partner Requirements and Qualifications

TraveComm LLC seeks partners with exceptional travel industry expertise and the ability to support a modern Online Travel Agency platform. Ideal candidates will possess the following:

- At least 5 years of experience in the Dubai travel and tourism market.
- Strong relationships with airlines, hotels, and tour operators worldwide.
- A proven track record of handling high-volume bookings and customer inquiries.
- Ability to provide personalized consultancy services to OTA clients and collect payments directly on behalf of TraveComm LLC.
- Ability to process payments through multiple channels, including online payment gateways and alternative payment methods.
- Advanced technological infrastructure to integrate with TraveComm's OTA platform as needed.
- Multilingual staff providing 24/7 customer support.
- IATA accreditation and relevant local tourism board certifications.

Agencies meeting these criteria are encouraged to submit detailed proposals outlining their qualifications, service capabilities, and proposed partnership models. This information will be crucial in evaluating your suitability as a TraveComm partner.

# Selection Process and Criteria

1

## Initial Screening

TraveComm will review all submitted proposals to ensure they meet the basic requirements and qualifications outlined in the RFP. Agencies that pass this initial screening will move to the evaluation phase.

2

## Detailed Evaluation

Qualified proposals will undergo a thorough evaluation based on credibility, level of customer service, technological capabilities, and alignment with TraveComm's vision. The top-performing agencies will be shortlisted for further consideration.

3

## Follow-up Meetings

TraveComm will conduct in-depth meetings with shortlisted agencies to discuss their proposals, clarify any questions, and assess cultural fit. These meetings will provide an opportunity for both parties to explore potential partnership structures.

4

## Final Selection

Based on the cumulative results of the evaluation process and follow-up meetings, TraveComm may select multiple agencies as fulfillment partners, depending on their expertise in specific areas of service. These agencies will be invited to enter into contract negotiations.

# Training and Onboarding

To ensure the highest quality service to clients, selected agencies will receive comprehensive, free training. This program will cover:

- TraveComm's CRM system functionality and integration protocols
- Best practices for handling client inquiries and bookings
- Quality assurance standards and performance metrics
- Complaint resolution and escalation procedures
- Reporting requirements and communication protocols

TraveComm's experienced team will deliver training through online modules and in-person workshops. Partners will have ongoing access to support resources to ensure continued alignment with TraveComm's quality standards.

# Submission Guidelines

- Complete the online RFP Response form on our website ,<https://ttabiconsulting.com/opportunities> detailing your agency's qualifications, services, and proposed partnership model.
- Create a concise presentation (maximum 6 slides) or Business profile showcasing your agency's unique value proposition and vision for collaborating with TraveComm LLC.
- Upload all relevant documents, including your Business License and Certifications, alongside your online RFP Response form submission.
- Ensure all submissions are received by 11:59 PM GST on November 20, 2024.

Late submissions may not be considered. Submit your proposals well in advance of the deadline to avoid technical issues.

# Contact Information and Next Steps

For any questions or clarifications regarding this RFP, please contact:

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TraveComm LLC

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After the submission deadline, TraveComm LLC will review all proposals and contact shortlisted agencies for follow-up meetings. We anticipate completing the selection process within 3-4 weeks of the submission deadline. All applicants will be notified of the outcome of their submission.

We look forward to receiving your proposals and potentially partnering with your agency to revolutionize the travel experience in the UAE. Thank you for your interest in this exciting opportunity with TraveComm LLC.