



Request for Information
MCMC PANEL OF CORPORATE TRAVEL AGENCIES FOR DOMESTIC AND
INTERNATIONAL TRAVEL

RFI202600010

Response Date: 23-01-2026 by 5.00 PM

SECTION I - GENERAL INFORMATION

A. Purpose

1. The purpose of this Request for Information (RFI) is to look for a credible and reliable travel agency(s) to be appointed as the MCMC Panel of Corporate Travel Agencies. The appointed travel agency(s) shall provide service for MCMC official air travel for domestic and international travel. The issuance of this RFI does not constitute a commitment to issue a request for bids/proposals, award a contract, or pay any costs incurred in preparation of a response to this RFI. The Malaysian Communications and Multimedia Commission (MCMC) requires that all responding suppliers abstain from providing any actual quotes or bids in response to this RFI.
2. Any information received in response to this RFI will assist MCMC's project team in finalizing the scope of work and requirements which may be used by MCMC in the future. Submitting a response to this RFI is not guarantee in any way that a supplier will be selected in any subsequent appointment, nor does it preclude any supplier from responding to future procurement opportunities.

B. Contact Details

The point of contact for any inquiries can be referred to:

Name: Shuhaida Ismail
Designation: Assistant Director
Email: shuhaida.ismail@mcmc.gov.my
Contact No.: 03-8688 8082

Name: Nur Ezzatie Zainudin
Designation: Deputy Director
Email: ezzatie.zainudin@mcmc.gov.my
Contact No.: 03-8688 8098

C. Pertinent Dates:

Submission Deadline: **23-01-2026, 5:00 PM**

D. Scope

The overview of the services required by MCMC is detailed below:

1. The Travel Agency(s) should provide airport and travel services from 8.30am to 6.00p.m. during working days. In addition, Travel Agency(s) should provide for 24 hours emergency service, services on weekends and official holidays when required.
2. The official travel requirements shall be accorded with the highest priority.
3. Most of the official travels are organized on short notice; therefore, require high efficiency and instant communications in handling all travel related matters.
4. The Travel Agency shall provide each traveler with a complete itinerary via email or printed document (upon request), including but not limited to the following:
 - i. Carrier(s) and record locator numbers;

- ii. Flight number(s) and seat assignment(s);
- iii. Confirmed upgrade;
- iv. Departure and arrival time(s) for each segment of the trip;
- v. Intermediate stops;
- vi. Elapsed travel time (considering time changes);
- vii. Type of aircraft;
- viii. Airport and other taxes;
- ix. Visa obtained or not obtained; and
- x. Any other information such as change in international date lines.

E. Information Requested from Suppliers

Suppliers are to respond to the questions listed in **Section III** of this RFI. Suppliers are encouraged to recommend changes to the project if it is determined, based on their experience, that there is a better approach. MCMC is seeking best practices in this area.

F. Supplier Presentations

MCMC may request suppliers to provide a presentation described in this RFI. All costs associated by such presentations will be borne by the supplier. Promotional items shall not be provided at these presentations.

G. Confidentiality and RFI Ownership

- a) This RFI is confidential and MCMC reserves the right to recall the RFI in its entirety or in part. Suppliers agree that they will not duplicate, distribute or otherwise disseminate or make available this document or the information contained in it without the express written consent of MCMC's issuing office.
- b) Suppliers shall not include or reference this RFI in any publicity without prior written approval from MCMC, which, if granted, shall be granted by the issuing office. Suppliers must accept all of the foregoing terms and conditions without exception. All responses to the RFI will become the property of MCMC and will not be returned to the suppliers.

H. Disclosure of Proposal Contents

1. Cost and price information provided in proposals will be kept confidential and will not be revealed or discussed with competitors, except to the extent required by law.
2. All other material submitted becomes the property of MCMC and may be returned only at the MCMC's option. Proposals submitted may be reviewed and evaluated by any person other than competing bidders at the discretion of MCMC.
3. MCMC has the right to use any or all ideas presented in any reply to the RFI. Where confidential or proprietary information is required, or should the vendor deem it necessary to submit such matter, mark each page/section in large bold type (**PROPRIETARY INFORMATION**).

SECTION II – DESCRIPTION OF THE ORGANIZATION

MCMC is a statutory body that is established by the Malaysian Communications and Multimedia Commission Act 1998 [Act 589] with powers to supervise and regulate the communications and multimedia activities in Malaysia, and to enforce the communications and multimedia laws of Malaysia.

MCMC is also mandated to regulate the postal services industry pursuant to the Postal Services Act 2012 and the digital signature framework under the Digital Signature Act 1997.

For more information on MCMC, please refer to <http://www.mcmc.gov.my>

SECTION III - GENERAL REQUIREMENTS

A. General Supplier Information

1. Interested suppliers are invited to submit a response containing, at a minimum, the following information:

- a) To provide a Copy of certificate IATA Travel Agency (Mandatory)
- b) Registration Certificate from The Ministry of Finance Malaysia (MOF), Documents and certificates of registry with Bumiputera status from MOF (Mandatory)
- c) Latest Financial Audited Reports
- d) Latest 3 months' bank statement
- e) List of Corporate Cliental including information on the number of years of ticketing services for each client
- f) Information on the ticketing system used that enables the transaction between travel and airline service providers
- g) Company Profile
- h) Form 9 - Company Corporation's Certificate from the
- i) Companies Commission of Malaysia (SSM) (Mandatory)
- j) Registration with MOTAC (Mandatory)
- k) Minimum experience of 15 years in Ticketing and Travel Management (Mandatory)
- l) Certification of Travel Award from Malaysia Airline Berhad and other related certification/awards
- m) Any other related documentation to support the application (optional)

2. Brief description of past experience providing similar services/supplies.

3. Estimated price range to provide the service as stated herein, lowest estimate to highest estimate;

4. Company brochure/literature if available.

B. Project Overview

The purpose of this project is to determine the prevailing market rates for the services listed below. Kindly provide your service charges for the required services.

1. Able to provide airport-related services, including early check-in, transit services, VIP lane or lounge access at domestic airports only, Meet & Greet services (Departure and Arrival and all transit if any), buggy services, fast-track services (immigration and customs clearance), and inter-terminal transportation.
2. Able to provide Private and Chartered Flights for MCMC VIP travelers if required.
3. Able to provide safety and security services to MCMC VIP's during official travels.
4. Able to provide a full range of travel-related services which, amongst others, include worldwide hotel reservations, international car rental network/services (i.e. private transportation service such as LIMO services and other VIP ground transportation), meet and greet services, visa application, and travel documents delivery service tailored to MCMC specific needs upon request.
5. Your company can assign experienced, high-touch executive corporate travel counsellors to accompany MCMC's VIP travelers during their journey.
6. Able to provide a reasonable effort to assist MCMC's normal travelers and VIP's luggage management and reclaim lost luggage.
7. Able to provide 24-hour agent assistance to assist MCMC VIP on their emergency itinerary changes outside regular business hours.
8. Any value-added services offered by the Travel Agency, please indicate.

C. Questions

MCMC requests that suppliers answer the following questions in their response to this RFI:

1. From your past experience, has MCMC identified all the major components necessary to complete this project? If not, please provide information on other necessary components.

2. Provide a list of potential problems/risks that MCMC may encounter during this project.
3. Provide any ideas or suggestions about how such problems/risks should be addressed in a procurement solicitation.

D. Response Format

Responses are to be straightforward, clear, concise and specific to the information requested.

In order for submissions to be considered complete, suppliers must provide the following information:

- a. Response to Section III-A, General Supplier Information
- b. Response to Section III-C, Questions
- c. Other: any comments, observations or suggestions which may assist MCMC in drafting a procurement solicitation