

## ANNOUNCEMENT FORM OF A PUBLIC TENDER

**Project:** Customer Satisfaction Survey 2026

**Tender No:** VQ-FAE-PT-202511-055

**Tender Title:** RFP – Visit Qatar Customer Satisfaction Survey 2026

1	<b>Project's brief:</b>	<p>Visit Qatar is seeking proposals to prepare and execute Customer Satisfaction Surveys for their events and provide analysis and recommendations to enhance the planning and delivery of events in the future.</p> <p>The feedback received post-event from Customer Satisfaction Survey's (CSAT) is critical to assessing overall delivery and attendee experience of Visit Qatar events and informing Visit Qatar Festival &amp; Events Department's future event planning.</p> <p>Currently these surveys are undertaken per event by the relevant delivery agency, which due to different agencies delivering different events, leads to variations in the information captured and reported. For accurate analysis across all Visit Qatar events, this data needs to be of a consistent level. To attain this consistency across all event types, Visit Qatar seeks to trial the surveys being centralized, standardized and delivered by a dedicated CSAT team. Attaining such accuracy will benefit the Department through clear reporting event by event and enable cross event analysis to determine which events are more successful than others and which are worth continuing and enhancing. Visit Qatar will trial this arrangement during a pilot period of 6 months and if acceptable would be extended for a 2-year period.</p>	
2	<b>Bid Validity Period</b>	120 Days from Bid Closing Date.	
3	<b>Tender Documents Available:</b>	<p>Interested companies may obtain the relevant tender documents from the Visit Qatar Tenders and Auctions Committee (<a href="mailto:VQTC@visitqatar.qa">VQTC@visitqatar.qa</a>) upon providing proof of electronic transfer of the tender fees to Visit Qatar's bank account, as detailed below. Tenderers are instructed to clearly mention the tender number in the payment transfer or deposit details to ensure proper tracking and processing.</p> <p><b><u>Visit Qatar Bank Account details:</u></b></p> <p>Account name: Visit Qatar  Account No.: 0013-197180-001  IBAN: QA84QNBA0000000000013197180001  Currency: QAR</p>	
4	<b>Tender timeline:</b>	<b>Tender Issuance date</b>	08/12/2025
		<b>Mid-Tender clarification meeting</b>	NA
		<b>Queries and Clarifications Cut-off Date</b>	28/12/2025
		<b>Tender Closing</b>	04/01/2026
5	<b>Securities (Fees &amp; Bonds)</b>	<b>Tender Fee</b>	1,000 QAR
		<b>Tender Bond, and its validity</b>	100,000.00 QAR "one Hundred Thousand Qatari Riyals Only" Valid for 120 Days.

		<b>Performance bond, and its validity</b>	10% of the Contract Value, submitted within 15 Days from the signing of the Contract. Valid for <b>60</b> days beyond the expiry of the Contract.
6	<b>Bid's submission Methodology</b>	<p>Technical Proposal Submission: <a href="mailto:VQTECH@visitqatar.qa">VQTECH@visitqatar.qa</a></p> <p>Commercial Proposal Submission: <a href="mailto:VQ.COM@visitqatar.qa">VQ.COM@visitqatar.qa</a></p> <p>Tender Bond Physical Document Delivery Address:</p> <p>Visit Qatar Headquarters, Qatar Tourism, Al Jasra Tower, Block B – 7th Floor, Lusail, Doha</p> <p>Location Map: <a href="https://goo.gl/maps/AXC13NAAb1JJU4ma7">https://goo.gl/maps/AXC13NAAb1JJU4ma7</a></p> <p>Soft Copy of Tender Bond:</p> <p>A copy of the Tender Bond to be communicated with the confirmation of the physical submission to <a href="mailto:VQTC@visitqatar.qa">VQTC@visitqatar.qa</a></p>	
7	<b>Condition:</b>	<p>Visit Qatar reserves the right, during the contract period and with the approval of the Tenders and Auctions Committee, to adjust the quantities of items, contracting works, services, or the project scope, either by increase or decrease, in accordance with the provisions of Visit Qatar's Tenders and Auctions Charter.</p>	

