

Attachment 1
Package SVC-1
Released: 7-23-18

MEET AND GREET SUMMARY

Dallas Fort Worth International Airport is seeking a Meet and Greet service to perform fee-based Meet and Greet services. The DFW Airport Meet and Greet program is an essential element to the overall Customer Experience. The proposer will build on the established Meet and Greet procedures and protocols to form a robust and comprehensive program. The proposer must be highly self-motivated and employ a work force that is committed to an exceptional customer experience on a daily basis so that we continue to convey our clean, working, and friendly environment. The selected proposer will be named the preferred provider for DFW Meet and Greet Services and will enjoy exclusive promotion on DFW channels.

The Meet and Greet service will provide an exceptional customer experience by guiding customers throughout DFW Airport. These services shall include providing traveling tips, baggage drop off and collection, expedited assistance to and through TSA Security Checkpoints, CPB Federal Inspection Services (FIS) hall, and any club located within DFW Airport. These services will be made available to all DFW Airport customers, on any airline, in any ticket class.

PROPOSER'S ACKNOWLEDGEMENT FOR PACKAGE SVC-1

Name and Title of Signer: _____
(Print or Type)

Concept: _____

Signature: _____ **Date:** _____

Package SVC-1 (continued)

Space Identifier	Near Gate	Proposed Concept	Square Footage	Term in Years
N/A	N/A	Meet and Greet Service	N/A	3

Meet and Greet Service	% Rent	Proposed
Percent of Gross Receipts	10%	XXXXXXXXXX

The Meet and Greet Service Provider must meet the following requirements in all sections to be considered as DFW Airport Meet and Greet Service Provider.

Minimum Requirements

1. At least 2 years of experience managing a Meet and Greet program in large airports serving at least 40M passengers annually.
2. Provide Meet and Greet services for departing, connecting, and arriving passengers.
3. Must have experience coordinating with Transportation Security Administration (TSA) and Customs and Border Protection (CBP) for gaining access to secured areas.
4. Must have experience coordinating with airline representatives, station managers, airline clubs, etc. to meet customers' travel needs.
5. Must have experience working with tour groups.
6. Provide a comprehensive plan of providing services to customers requiring special assistance (such as those under the age of eighteen, wheelchair assistance, etc.).
7. Must create and maintain a website where customers can book meet and greet services online.
8. Employ a force that can speak multiple languages including, but not limited to:

PROPOSER'S ACKNOWLEDGEMENT FOR PACKAGE SVC-1

Name and Title of Signer: _____
(Print or Type)

Concept: _____

Signature: _____ **Date:** _____

Package SVC-1 (continued)

Arabic, English, French, German, Italian, Japanese, Hindi, Korean, Mandarin, Portuguese and Spanish. This should include the option of communicating by sign language to comply with the Americans with Disabilities Act of 1990.

9. Must accept all major credit cards and comply with all Payment Card Industry Data Security Standard (PCI-DSS) requirements

ACDBE/M/WBE Goals:

Area	Goal	Proposed
ACDBE	0%	
M/WBE	0%	

For more information on ACDBE/M/WBE requirements, see section 2.4 of the RFP.

PROPOSER'S ACKNOWLEDGEMENT FOR PACKAGE SVC-1

Name and Title of Signer: _____
(Print or Type)

Concept: _____

Signature: _____ Date: _____