



Terms of Reference

Travel Services for the ASEAN Secretariat

A. Background:

1. The Association of Southeast Asian Nations (ASEAN) was established through the founding Bangkok Declaration on 8 August 1967 which now comprises the following ten-member states: Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand, and Viet Nam. The ASEAN Charter which entered into force on 15 December 2008 conferred legal personality on ASEAN and transformed it into a rules-based organization. The aims of ASEAN including promoting regional cooperation through the three community pillars – Political-Security, Economic, and Socio-cultural - to establish an ASEAN Community by 2015.
2. The ASEAN Secretariat (ASEC), located in Jakarta, Indonesia, was established to assist ASEAN and its ASEAN Member States (AMS) to fulfill the aims of ASEAN. Core functions of the ASEC include carrying out the duties and responsibilities in accordance with the ASEAN Charter and relevant instruments to facilitate and monitor progress in the implementation of ASEAN Agreements, to participate and support the meetings of ASEAN bodies and other related meetings, to coordinate implementation of programs and projects with Dialogue Partners and other countries/international organizations.
3. In order to achieve cost efficiency from economies of scale whilst ensuring outstanding quality of service, ASEC intends to enter into a contract with one qualified and reliable Contractor to serve the travel and related needs of ASEC.
4. Travel, as referred to in this Terms of Reference (TOR), shall apply to all international and domestic movements or journey from one place to another for official business purposes. The official business purposes include, but may not be limited, to the following:
 - i. Meetings, workshop, training and various national and international events;
 - ii. Interviews of applications/candidates for employment;
 - iii. Appointment and repatriation of ASEC's staff and family members;
 - iv. Home leave; and
 - v. Any other authorized travel.
5. The Contractor is expected to provide full and comprehensive travel services to ASEC.

B. Scope of Service

1. The contract shall not impose a minimum guarantee on volume sales on the part of the ASEC. The contract will cover the provision of travel management and related services hereafter referred to as "Travel Services". Travel Services shall include, but not be limited to:
 - i) Airline ticketing and airport transfer;
 - ii) Travel insurance;
 - iii) Hotel reservations; and
 - iv) Related services such as airport pick-up, hotel accommodations, car rental arrangements, and ticket delivery.
2. Travel plans and preparation of suitable itineraries (including alternative routings, departures and arrivals) at **the most timely, most direct and most economical route** for Staff members and/or their dependents and consultants, government officials and participants attending meetings on official business for ASEAN.

3. The Contractor shall provide full, prompt and accurate Travel Services to ASEC. The Travel Services required by ASEC shall basically include, but not be limited to, the following:

3.1 General

- 3.1.1 The Contractor should provide 3 (Three) Personnel: 2 (Two) Ticketing and 1 (One) Administration to be stationed at ASEC from 8:30 am to 5:30 pm on working days. The number of Personnel may need to be increased depending on the volume of the tickets and services required by ASEC and the workload of the Contractor Personnel;
- 3.1.2 The implant **staff must be able to immediately issue air-tickets at the ASEAN's office.**
- 3.1.3 The Contractor Personnel shall only provide assistance to ASEC Staff and projects which funding are under ASEC's custodian. Personal request, financially independent projects and other external bodies, which the Contractor may provide, will not be serviced under this TOR;
- 3.1.4 The Contractor shall provide for 24/7 emergency travel services, regardless of weekends and official holidays where an emergency Travel Service is required. The Contractor shall be contactable by email/phone and any other type of communications also available to provide the relevant services to the ASEC at any time;
- 3.1.5 Official travel requirements shall be accorded the highest priority and, therefore, the Contractor shall ensure that servicing of any non-ASEC business will not delay, impede or frustrate the Contractor's timely and effective processing of ASEC official travel needs;
- 3.1.6 Official travel may be organized at short notice, thereby placing a premium on efficiency and rapid communication in handling booking requests from ASEC by the Contractor is essential;
- 3.1.7 The Contractor shall have a Computerized Reservation System and financial system of a sufficient standard for the performance of the services;
- 3.1.8 The Contractor shall neither seek nor accept instruction from any unauthorized parties including external authority to the ASEC or the associated agencies in connection with the performance of this TOR. All instructions should come from ASEC Travel Unit;
- 3.1.9 The Contractor shall not favor any particular carrier when making reservations and shall maintain excellent relations with all carriers for the benefit of ASEC;
- 3.1.10 The Contractor is responsible for providing replacement Contractor assigned to ASEC immediately in cases of leave, absenteeism, vacation, sick leave, etc. The Contractor shall notify ASEC in advance at least 3 (three) working days of any change to its Personnel assigned to ASEC;

3.2 Reservation and ticketing

- 3.2.1 Upon receipt of advice from a requesting Staff/ASEC Travel Unit, the Contractor shall immediately make a booking, based on the requirement of the requesting Staff and in line with the prevailing travelling policy of ASEC;
- 3.2.2 The Contractor shall provide at least 2 (two) types of airfare tickets *i.e.* normal/corporate rate and promo rate for comparison, where applicable;

- 3.2.3 In the event that required travel arrangements can not be confirmed, the Contractor shall notify the requesting Staff and ASEC Travel Unit of the issue and present alternative routings for consideration;
- 3.2.4 For wait-listed booking, the Contractor shall provide regular feedback on status of flight and continuously endeavor to secure confirmation;
- 3.2.5 The Contractor shall advise the relevant ASEC Staff of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- 3.2.6 The Contractor shall reconfirm and revalidate tickets, reissue tickets which are returned as a result of changed routing or fare structures; reissue and/or revalidate without additional fee shall be recorded accordingly; and
- 3.2.7 No tickets for official business purpose will be issued **without** an approved Travel Authorization.

3.3 Airfares and airline routings/itineraries

- 3.3.1 The Contractor shall recommend fares and airline routing, and guarantee that it meets the principles of safety and the security of the traveler, the official requirement (*i.e.* specify arrival and/or departure time), most-timely, most direct route and most economical airfare of shall for the journey concerned, the Contractor shall be responsible in case the ticket issued is not in line with ASEC's policy;
- 3.3.2 ASEC reserves the right to purchase the air ticket from other source if there is reasonable evidence that other sources can supply the same type of air tickets and services at a lower cost;
- 3.3.3 The Contractor shall ensure that tickets issued are in accordance with the provisions of the Travel Authorization. The Contractor should acknowledge that any deviated route from the Travel Authorization is for non-official related purpose, and therefore the Contractor shall issue a separate invoice for the extra fare costs, if any or otherwise the Contractor will be responsible for the said extra cost.

3.4 Travel information/advisories

- 3.4.1 The Contractor shall inform the requesting Staff/ASEC Travel Unit upon booking confirmation of flight/ticket restrictions, hidden stops, and other possible inconveniences with the itinerary;
- 3.4.2 The Contractor shall endeavor to notify the requesting Staff/ASEC Travel Unit of airport closures, delayed or canceled flights, security procedures, health precautions, as well as other changes that will affect, or will require consideration from the travelers, prior to departure.

3.5 Flight cancellations/rebooking and refunds

- 3.5.1 The Contractor shall immediately process airline refunds for un-utilized pre-paid tickets, and credit the refund amounts to the ASEC's bank account. The Contractor shall submit the monthly refund report (**Appendix 1**) to the ASEC Travel Unit;
- 3.5.2 All refund for official business travel shall be made directly to ASEC. Contractor is not permitted under any circumstances to refund directly, in any form, to any other party including the individual traveler;

3.6 Travel Insurance

- 3.6.1 All ASEC official travels shall be also covered with travel insurance. Therefore, the Contractor shall ensure that travel insurance shall be issued prior to departure.
- 3.6.2 The Contractor shall submit the monthly report of the number of travel insurance issued corresponding with its costs.

3.7 Other services

- 3.7.1 The Contractor shall provide travelers with advice on necessary health requirements, including types of inoculations and vaccinations, either required or suggested for travel to certain countries or regions;
- 3.7.2 The Contractor shall indicate any special features, programs, or services that would be beneficial to the ASEC and its travelers (*i.e.* lost baggage follow-ups, preferred seating arrangements, special meal requests, travel insurance premiums depending on length of travel and limit of indemnity);
- 3.7.3 The Contractor shall provide support for ASEAN meetings and workshops in regards to flight reconfirmation, reservations and/or change of reservations during the course of the meetings/workshops as requested;
- 3.7.4 The Contractor may be required to liaise with the airlines to provide free or discounted accommodation for any traveler who is required to wait in transit for unreasonably long periods (over 8 hours);
- 3.7.5 The Contractor shall update ASEC's outstanding for all invoices every 6th and 21st per month; and
- 3.7.6 Once in a while, upon request, the Contractor shall provide assistance in issuing the air ticket for organizers.

3.8 Quality Control

- 3.8.1 In general, ASEC shall be notified of any deficiencies found and corrective action taken for any of its travel requirement and such actions shall be provided in writing;
- 3.8.2 The Contractor warrants that the Contractor assigned to handle the ASEC Travel Services shall have the relevant knowledge, qualification and experience to support ASEC's travel needs including familiarity with processes and procedures in the travel industry;
- 3.8.3 The Contractor shall meet once every quarter with ASEC to discuss issues of mutual concern, to review the Contractor's performance and to discuss improvements which the Contractor and/or ASEC may consider in order to provide more efficient Travel Services;
- 3.8.4 The Contractor shall make ASEC aware immediately of major industry changes, which have a broad impact on its travel policy or procedures;
- 3.8.5 ASEC shall have the right to perform pre or post travel audits in order to assess the selected Contractor compliance with the prevailing traveling policy of ASEC and the Contractor must make its records available in a timely fashion for these audits.

C. Duration

- 1.1. The contract shall commence on **01 July 2024 until 30 June 2025** with a possible extension for another **12 (twelve)** months upon satisfactory assessment, ASEC reserves the right to terminate the contract earlier if the performance is not satisfactory.

D. Minimum Requirements of the Contractor

Contractors shall meet the minimum criteria as follows:

- 1.1. 5 (Five) years of travel industry business in the provision of ticketing and related services (please provide evidence);
- 1.2. Have network or partner offices in the ten (10) ASEAN Member States (please provide evidence);
- 1.3. Be a member of IATA (International Air Transport Association) and ASITA (Association of Indonesian Tours and Travel Agencies) (please provide the certificates);
- 1.4. Have all the necessary equipment and facilities to be installed at ASEC and highly professional trained Personnel with good English communication skills to be able to handle all ticketing and related services required by ASEC (please provide CV of the proposed staff);
- 1.5. Having financial system which could provide more detailed information and breaking down data in the report (*i.e.* system that could provide audit trail information and a system that can generate information specific to original and discounted ticket price of Garuda Indonesia); (please elaborate) and
- 1.6. Good track record in serving international organizations and embassies (please provide current/past clients for testimonies/references].
- 1.7. Having air-ticket issuance system that enable implant staff to issue the tickets at the ASEAN Secretariat office (without going to its centralized office).

E. Compensation Scheme:

- 1.1 The Contractor shall charge a management fee to ASEC at a rate in percentage of each ticket cost in addition to the original price from the airlines (**exclude taxes**). The bidder shall provide the proposed management fee in the Proposed Charges Table in Section F.
- 1.2 It is the obligation of the Contractor to disclose original fare/price from the airline/provider to ASEC. Failures to do would grant the right to ASEC to terminate the contract;
- 1.3 ASEC shall be responsible for payment of airline tickets and associated expenses as may be expressly provided in the Travel Authorization (TRA);
- 1.4 ASEC shall not be responsible for any services undertaken by the Contractor without a TRA. An invoice issued to ASEC shall be supported by an approved TRA.
- 1.5 From time to time, traveling staff may request the Contractor to issue the tickets with routes that differ from their official Travel Authorization. In such cases the Contractor shall understand that those deviated routes are for non-business related purpose unless indicate otherwise by ASEC Travel Unit. If such requests result in extra fare, the Contractor shall charge the extra fare to the requesting staff and liaise directly with him/her for payment, if any, ASEC shall not be made responsible for the extra fare;
- 1.6 ASEC shall not be responsible for any personal arrangement made between the staff and the Contractor. Settlement of personal travel and related expenses shall be made directly between the Contractor and the concerned staff;
- 1.7 All invoices for organiser's sponsored tickets shall be issued under the **names of the organizer**, and shall be sent upon completion and issuance of the all related tickets;

- 1.8 As ASEC is responsible for all tickets issued with TRA, therefore if there is no settlement of the organiser's sponsored ticket within 60 (sixty) days (from the date of the invoice received), ASEC will arrange for the payment to the Contractor;
- 1.9 The Contractor shall submit invoices and requests for payment twice a month for ASEAN Operation Budget (AOB) and Trust and Project Fund (TPF) i.e. on 16th of the current month for all invoices for the period from 1-15 of the month, and on 1st of the coming month for invoices for the period from 16 to end of the previous month. The request for payment (**Appendix 3**) shall be accompanied by the sales report (**Appendix 2**) showing clearly basic fare and taxes from the airlines and fees charged by the Contractor;
- 1.10 ASEC will make the payment within 10 (ten) working days from the receipt of the request for payment from the Contractor by bank transfer directly to the Contractor's bank account. ASEC will notify the Contractor when the bank transfer is made which include the automatic notification via ASEC's banking system;
- 1.11 It is the responsibility of the Contractor to immediately notify ASEC if such transfer has not reached its bank account or the amount is not as listed in the notification from ASEC;
- 1.12 If there is no complaint from the agent travel within 3 (three) days from the date of notification from ASEC of the transfer, it is assumed that the Contractor has received the amount of money in full. In this case, it will be at ASEC's discretion for ASEC to be responsible for any amounts beyond the above mentioned period;
- 1.13 ASEC will provide free work stations, electricity and internet connection in the ASEC premises to the Contractor for the sole purpose of performing its obligations under this TOR. Telephone costs used by the Contractor's Personnel will be borne by the Contractor;
- 1.14 The Contractor shall be briefed on ASEC travel policies and procedures and shall ensure its Personnel are fully familiar and comply with these policies and procedures;
- 1.15 The Contractor Personnel is expected to adhere to all instruction given by the Travel Unit for all matters related to ticket issuance. Any dispute should be reported/brought to the attention of the Head of Administration and General Affairs Division of ASEC.

F. Proposed charges as per below matrix:

The interested vendors are **compulsory** to fill up the below table for assessment by the ASEC.

No.	Type of Service	Description	Charges	Service Fee	Remarks
1	Management Fee (percentage)	All Airlines	Per ticket cost		In Percentage
2	Travel Insurance	All regions	Per person		Travel insurance for international route
3	Void Fee	Domestic (GA Only)	Per ticket cost		Possible for GA ticket only - exclude charge imposed by Airlines
		International	Per ticket cost		Exclude charge imposed by Airlines
4	Refund Fee	Domestic	Per ticket cost		Exclude charge imposed by Airlines
		International	Per ticket cost		

5	Reissue Fee	Domestic	Per ticket cost		Only for ticket issued by Appointed Contractor - exclude collection of fares difference (if any) and Airlines charges and service fee
		International	Per ticket cost		
6	Hotel	Domestic (with & without contract)	Per room/ per night		
		International (with & without contract)	Per room/ per night		
7	Administration Fee for Hotel Cancellation	Domestic (with & without contract)	Per Voucher		Exclude charge imposed by Hotel
		International (with & without contract)			
8	Train	Domestic	Per Person/ Per Ticket		
		International	Per Person/ Per Ticket		
9	Car and Bus Rental	All Type of Vehicle	Per Booking		
10	Passport/Visa	All Type	Per Person		
11	Airport Handling	Domestic International	Per Person		
12	Meeting and Group Package	Domestic International	Per Person		

Appendix 1 – Refund Report

REFUND REPORT
ASEAN Secretariat
ASEC AOB
REFUND REPORT PERIOD FROM -

NO.	DATE REFUND	NAME	TICKET NUMBER	REFUND ADVICE NO.	CN NUMBER	ORIGINAL			UNUSED ITINERARY	REFUND				DATE OF BANK TRANSFER	AMOUNT RECEIVED	
						INVOICE NUMBER	ITINERARY	SELLING PRICE		NETT AIRLINES	AIRLINES FEE		TRAVEL AGENT FEE			EST. REFUND VALUE
											REFUND	NO SHOW				
JANUARY																
FEBRUARY																
MARCH																
APRIL																
MAY																
JUNE																
JULY																

Prepared By :

Admin

Appendix 2 – Sales Report (AOB)/(TPF)

(Name of Travel Agent)

INVOICE TO : ASEAN SECRETARIAT DIV FIN (ASEC FIN)
ADDRESS : JL.SISINGAMANGARAJA NO 70A JAKARTA PUSAT
PERIOD : _____
PHONE : _____
CONTACT PERSON : _____

BILLING NO : _____
BILLING DATE : _____
BILLING DUE DATE : _____

(Logo Travel Agent)

[illegible]

Say : _____

Bank Transfer To The Following :
(Detail Bank Account)

Prepared by,

Received by,

Reviewed by,

(_____)
Admin

(VELLY FLAVIANI HYUNANDA)
Officer Of Ticketing & Travel Unit

(EDY HASMY CHE HASSAN)
Head Of AGAD

Appendix 3 – Request for Payment

Request for Payment

Date:

For the attention of:

ASEAN Secretariat

ASEC FIN

Jakarta

Dear Sir/Madam,

We hereby request payment for the period from to

During the above-mentioned period, (Travel Agent) has sold..... transaction ASEC in No. Billing

Enclosed please find the sale report and original invoice/s together with a copy of the ASEC Travel Authorisation.

The total amount due to (Travel Agent) for the above transactions is IDR

(Travel Agent) hereby assures ASEC that there are no other charges other costs due to Travel Agent other than the amount stated above. We further certify that costs incurred are eligible in accordance with the contract signed between (Travel Agent) and ASEC.

Please arrange the payment of IDR to the following (Travel Agent) bank account:

- Name of Company :
- Name of Bank :
- Bank Address :
- Account No. :
- Bank Swift Code :

Yours Sincerely,

((Name))

Finance Manager

Request for Payment

Date:

For the attention of:
ASEAN Secretariat
ASEC TRU (Project Name)
Jakarta

Dear Sir/Madam,

We hereby request payment for the period from ... to

During the above-mentioned period, (Travel Agent) has sold transaction ASEC in No. Billing

Enclosed please find the sale report and original invoice/s together with a copy of the ASEC Travel Authorisation.

The total amount due to (Travel Agent) for the above transactions is IDR

(Travel Agent) hereby assures ASEC that there are no other charges other costs due to (Travel Agent) other than the amount stated above. We further certify that costs incurred are eligible in accordance with the contract signed between (Travel Agent) and ASEC.

Please arrange the payment of IDR..... to the following (Travel Agent) bank account:

- Name of Company :
- Name of Bank :
- Bank Address :
- Account No. :
- Bank Swift Code :

Your arrangement to the above payment would be highly appreciated.

Prepared by	Approved By	Received by
Velly Flaviani Hyunanda	Edy Hasmy Che Hassan	(Desk Officer)
Officer Travel	ADR AGAD	Project Name

Yours Sincerely,

((Name))
Finance Manager