

**INTERNATIONAL DEVELOPMENT LAW ORGANIZATION  
INVITATION TO BID**

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Reference: ITB No. ITB-IDN/JKT23-0007

Date: September 14, 2023

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly invites your Company/Organization to submit a Bid for **Travel Management Services**. The full requirement is described in Annex C.

We also request that your Bid is submitted using the format specifically detailed in Annex D, E and F.

Bids submitted by email must be limited to a maximum of **10MB**, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Bids shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Bid, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Bid, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Invitation to Bid (ITB).

By submitting a Bid in response to this information, Bidders are confirming acceptance of IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct in full and; Payment Policy where payment is made within 30 days after delivery of service on presentation of complete and correct invoice.

This ITB consists of the following Annexes. Please be guided by these in preparing your Bid:

a.	Instructions to Bidders	Annex A
b.	Preliminary Screening Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Bid Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Price Schedule	Annex F
g.	IDLO Special Conditions of Contract	Annex G
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex H

For any questions/clarifications related to this ITB before Deadline for Submissions of Bid, please contact IDLO on [tenders@idlo.int](mailto:tenders@idlo.int) and mention **Clarification ITB No : ITB-IDN/JKT23-0007** in the subject section of your email.

Deadline for Submission of Proposals:  
On or before **Date: September 28, 2023**  
**Time: 15:00 hours Rome, Italy** local time.

Thank you and we look forward to receiving your Bid.

Sincerely yours,  
International Development Law Organization | IDLO  
Country Office Jakarta, Indonesia

**ANNEX A**  
**INSTRUCTIONS TO BIDDERS**

1. General Considerations	<p>In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify IDLO.</p>
2. Cost of the Bid	<p>The Bidder shall bear all costs associated with the preparation and submission of the Bid.</p> <p>IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
3. Currency of Bid	<p>Bids shall be nominated exclusively in Indonesian RUPIAH.</p> <p><i>Note: Local Suppliers must comply with any applicable laws regarding doing business in other currencies</i></p>
4. Language of the Bid	<p>The Bid and all correspondences and documents relating to the Bid exchanged by the Bidder and IDLO shall be written in the English language.</p>
5. Deadline for Submissions of Bid	<p>The Bid shall be addressed to IDLO on or before <b>Date: September 28, 2023</b> <b>Time: 15:00 hours Rome, Italy local time.</b></p> <p><i>Note: Proposals submitted by email must be limited to a maximum of <b>10MB</b>, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.</i></p>
6. Delivery Term and Place	<p>Services will be delivered after acceptance of Work Order from IDLO to the required destination mentioned under the TOR.</p> <p>Jalan Jenderal Sudirman Kav. 52-53, Senayan, South Jakarta, Indonesia</p>
7. Customs clearance , if needed, shall be done by:	<p><input checked="" type="checkbox"/> N/A</p>
8. Special Packing Requirement or Temperature Control	<p><input checked="" type="checkbox"/> N/A</p>

9. Documents comprising the Bid	<p>The Bid shall comprise the following components:</p> <ol style="list-style-type: none"> <li>1. Bid Submission Form (see Annex D);</li> <li>2. Bidder Information Form (see Annex E)</li> <li>3. Price Schedule (Annex F)</li> </ol>
10. Contents of solicitation documents	<p>The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Bid.</p>
11. Clarification of solicitation documents	<p>A prospective Bidder requiring any clarification on this ITB may contact IDLO by email on <a href="mailto:tenders@idlo.int">tenders@idlo.int</a> no later than 72 hours prior to the deadline for submission of Bids.</p> <p>Please mention Clarification ITB No. <b>ITB-IDN/JKT23-0007</b> in the subject section of your email.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
12. Amendments of solicitation documents	<p>At any time prior to the deadline for submission of Bids IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Bids.</p>
13. Format, signing sealing, marking and submission of Bids	<p>The Bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Bid.</p> <p>The Bid must be submitted using the format specifically detailed in Annex D, E and F.</p>

	<p>A Bid shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Bid.</p> <p>Before the stipulated deadline, the Bidder shall send one email to the following e-mail address: <a href="mailto:tenders@idlo.int">tenders@idlo.int</a>. with the Subject: Submission for ITB No. <b>ITB-IDN/JKT23-0007</b>.</p>
<p>14. Joint Venture, Consortium, or Association</p>	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one bid.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the ITB, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> <li>a) Those that were undertaken together by the JV, Consortium or Association; and</li> <li>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</li> </ul> <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p>

	<p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the ITB, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p>
15. Only One Bid	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this ITB; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this ITB process;</li> <li>e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder;</li> <li>f) or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</li> </ul>
16. Late Bids	<p>Any Bid received by IDLO after the deadline for submission of Bids, pursuant to clause Deadline for the submission of Bid, will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Bid was sent by email but was not properly received due to issues in IDLO mailing system.</p>
17. Validity Period of Bids	<p>All Bids will be valid for <b>90 days</b> from the deadline for submission of Bids. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Bid beyond what has been initially indicated in this ITB. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Bid. The Bidders may choose not to extend the validity period of the Bid upon request of IDLO.</p>

18. Modification and withdrawal of Bids	<p>The Bidder may modify/withdraw its Bid after the Bid's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Bids.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Bids.</p> <p>No Bid may be modified nor withdrawn after the deadline for submission of Bids.</p> <p>No Bid may be modified/withdrawn in the Interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder in the Bid Submission Form.</p>
19. Amendment of the Bid	<p>At any time prior to the deadline of Bid submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p>
20. Bidders' conference	<input checked="" type="checkbox"/> N/A
21. Right to accept, reject, or render non-responsive any or all Bids	IDLO reserves the right to accept or reject any Bid, to render any or all of the Bids as non-responsive, and to annul the solicitation process and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
22. Clarification of Bids	To assist in the examination, evaluation and comparison of Bids, IDLO may at its discretion ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing and no change in price or substance of the Bid shall be sought, offered or permitted.
23. Evaluation of Eligibility and Qualification	<p>In general terms, Bidders that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> <li>a) They are not included in IDLO Sanctions lists (EU, US, UN);</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> <li>d) They are able to comply fully with IDLO General Terms and</li> </ul>

	<p>Conditions of Contract and IDLO Supplier Code of Conduct;</p> <p>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</p> <p>f) They have a record of timely and satisfactory performance with their clients.</p>
24. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Bid is still valid.
25. Preliminary Screening	IDLO will screen the Bids' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Bid is generally in order.
26. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Bid will be rejected.
27. Due Diligence	<p>IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <p>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</p> <p>b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team;</p> <p>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</p> <p>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</p> <p>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</p> <p>f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.</p>



28. Responsiveness of Bid	<p>IDLO will determine the substantial responsiveness of each Bid to the ITB. For purposes of this Clause, a substantially responsive Bid is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Bid's responsiveness is based on the contents of the Bid itself without recourse to extrinsic evidence.</p>
29. Evaluation of Bid	All eligible Bids are assessed whether they are compliant, i.e., meet or exceed the specifications of the ITB
30. Right to Vary Requirements at the time of the Award	<input checked="" type="checkbox"/> N/A for Framework Agreement
31. Contract Award	<p>Contract Award shall be granted according to:</p> <ul style="list-style-type: none"> <li>a) Full submission of relevant documentation as per Preliminary Screening Criteria (Annex B);</li> <li>b) Full submission of Bid Submission Form (Annex D) signed and stamped;</li> <li>c) Full submission of Bidder Information Form (Annex E);</li> <li>d) Full submission of Price Schedule (Annex F) signed and stamped;</li> <li>e) Lowest priced, most technically acceptable/compliant offer;</li> </ul>
32. Contract Signature	Within five (5) working days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Bids.
33. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future bids for IDLO procurement opportunities. The content of other bids and how they compare to the Bidder's submission will not be discussed.
34. Payment Terms	For the services provided by the Travel Management Company, IDLO will make payment within 30 days after satisfactory receipt of the services and upon submission of an invoice by the Travel Management Company.
35. General Terms and Conditions and Supplier Code of Conduct	Any Contract or Purchase Order that will be signed as a result of this ITB shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H.

	The mere act of submission of a Bid implies that the Bidder accepts both Annexes in full.
36. Liquidated Damages	<p><input checked="" type="checkbox"/> Yes - For late delivery of <u>Services</u>, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions.</p> <p>If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for every day delay in the provision and completion of the Services.</p>
37. Partial Bid	<input checked="" type="checkbox"/> Not permitted (All or Nothing)

**ANNEX B**  
**PRELIMINARY SCREENING CRITERIA**

**A. MINIMUM ELIGIBILITY CRITERIA**

Subject	Criteria	Document Submission Requirement
<b>ELIGIBILITY</b>		
<b>Legal Status</b>	Vendor is a legally registered entity.	Certificate of Incorporation/Registration
<b>Tax Revenue</b>	Vendor is registered with pertinent country's revenue authority.	Valid Tax Compliance Certificate
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB Annex A Clause 22.	Self-Attestation Letter
<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Self-Attestation Letter
<b>Bankruptcy</b>	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Self-Attestation Letter
<b>Certificates and Licenses</b>	<ul style="list-style-type: none"> <li>A. Minimum of 5-year IATA accreditation</li> <li>B. Appropriate license and software for processing travel reservation and ticket issuance (Amadeus, Galileo, etc.)</li> <li>C. Other Travel Agent certifications, memberships and partnerships</li> </ul>	Provide evidence

**B. QUALIFICATION CRITERIA**

<b>QUALIFICATION</b>		
<b>Previous Experience</b>	Minimum 3 years of relevant experience.	Provide evidence
<b>Financial Standing</b>	<p>Minimum average annual turnover of IDR 2,000,000,000 for the last 5 years. (For JV/Consortium/Association, all Parties cumulatively should meet requirement).</p> <p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability by submitting an audited financial statement (balance sheets, including all related notes, and income statements) for the last 3 years</p> <p>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</p>	Provide a letter from the bank about of good financial standing and indication of available cash on the company's operating account/s
<b>Personnel</b>	Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae	CV of travel consultants

**ANNEX C**  
**TERMS OF REFERENCE**  
**TRAVEL MANAGEMENT SERVICES**

In order to achieve cost efficiency from economies of scale whilst ensuring outstanding quality of service, IDLO Indonesia is looking to establish one Framework Agreement with potential Travel Agencies to serve all its travel needs and service requirements and negotiation of working system and subsequent cost savings. A Framework Agreement is a type of agreement with its terms and conditions under which procurement of goods or services can be affected over a specified period, but which places no obligation on IDLO to order any minimum or maximum quantity.

The Framework Agreement will have its specified list of services, indicating the upper ceiling price agreed at the ITB stage. The upper ceiling price list (as well as discounted rates, if applicable) are provisional and are intended solely for the purposes of evaluation and comparison of Bids and to determine the upper ceiling limit in the Framework Agreement.

The duration for Framework Agreement(s) is 12 months with an option to extend at the same price, terms and conditions for a second 12-month period subject to satisfactory performance and agreement by both parties.

## TERMS OF REFERENCE

*In case of conflict between this Annex and the other parts of the ITB, the statements in the other parts of the ITB will prevail*

### TABLE OF CONTENTS

ANNEX A.....	3
ANNEX B.....	11
ANNEX C.....	13
TABLE OF CONTENTS.....	14
1. INTRODUCTION.....	15
2. CORE SERVICES .....	16
2.1 Framework.....	16
2.2 Booking, ticketing and traveller support services.....	16
3. OPERATIONAL ARRANGEMENT – PERSONNEL .....	19
4. PERFORMANCE MONITORING .....	20
5. OTHER TERMS .....	20
5.1. Booking Requests and Travel Authorizations.....	20
5.2. Travel Authorizations-Emergencies.....	20
5.3. Compensation for Services and Payments to the Company .....	21
Appendix 1 Business Travel Reporting Data .....	22
ANNEX D.....	23
ANNEX E.....	24
ANNEX F.....	28
ANNEX G.....	29
ANNEX H.....	30

## 1. INTRODUCTION

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- 1.1 IDLO desires to enter into a Framework Agreement with a provider of **Travel Management Services**, hereinafter referred to as the Company, the Travel Agency or the Bidder(s) with capabilities to provide business travel services to its Country Office in Indonesia.

The selected company will be required to implement a program responding to IDLO Indonesia requirements in terms of customer service, costs savings and policy compliance. The company shall provide the personnel, equipment, systems, technology, and integration with IDLO's systems, materials, supervision, account management, as well as all other items and services necessary to perform business travel services as defined herein.

The related contract for services is expected to be in place possibly in October, 2023. It is anticipated that any resulting contract would be for an initial period of one (1) year. The contract may be extended, on the same Terms and Conditions for a period of one year period at the sole discretion of IDLO.

- 1.2 These figures shall serve as indication of expected future business level based on the IDLO Indonesia Annual Work Plan until the remaining of the year 2023. However these neither represent nor warrant that the selected Travel Agency will provide a guaranteed level of Travel Management Services hereunder, and IDLO does not guarantee any minimum quantity of Travel Management Services.

Month	Number of air transactions	Total Pax	Qty Total	Grand Total
Jan-Dec 2023	16	9	144	Rp432,000,000

- 1.3 Travel Agent Services are delivered by the Travel Agent directly to search the related services, book, and issue the services upon the input of the assigned staff.
- 1.4 The Travel Agent shall generate its income on a per-ticket/transaction basis. IDLO shall, from time to time, evaluate and verify with other travel agencies and other industry indicators the comparability and competitiveness of the rates being given. IDLO retains the right to terminate contract with the perspective selected Travel Agency at any time if the Travel Agency charges IDLO higher rates than market standards or does not render minimum services described in this tendering document.

## **2. CORE SERVICES**

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### **2.1 Framework**

Travels originating from Jakarta or other cities in Indonesia will be serviced by the Travel Agent.

Travel Agent will have full capabilities to make travel arrangements and will have access to the best available airfares, including local market fares and IDLO negotiated fares based on IDLO request.

The selected company will be required to provide services in accordance with the following requirements and service standards:

- Deliver travel services through highly professional travel staff with a high level of client orientation.
- Achieve cost efficiency and savings by ensuring strict compliance with IDLO's travel policy and extensive use of preferred air fares.
- Determine the most economical routes in compliance with IDLO's travel policy using experienced air fare experts.
- Provide highly competitive Company's negotiated fares to complement IDLO negotiated fares.

### **2.2 Booking, ticketing and traveller support services**

#### **2.2.1 Booking and Ticketing Services provided by the Travel Agent**

- When feasible provide three (3) quotes on flight (also for boat and/or rail) itineraries in accordance with IDLO's travel policy and alternative quotes whenever requested by IDLO (airlines that are members of IATA or equivalent can be accepted).
- Book, issue, and deliver tickets for domestic travels around Indonesia.
- Provide 100% of booking at lowest available fare in accordance with IDLO's travel policy. IDLO reserves the right to require the use of specific airlines offering negotiated discounts to IDLO.
- Ensure access to all types of air fares on the same display.
- Process changes, re-routings or cancellations requested by IDLO and re-issue air tickets in conformity with such requests. Calculate differences in fares, obtain any reimbursement which may be due to IDLO and ensure endorsement to other carriers if required.
- In line with fare rules, guarantee booking and fare validity for the applicable number of hours and indicate any additional cost for longer validity where possible. This provision excludes tickets on instant purchase, i.e., tickets on low-cost carriers.
- Observe guidelines according to IDLO air carrier risk management and inform IDLO and travellers about any significant changes in airline safety rating. (The Company is made aware that all IDLO travellers must obtain a travel security clearance for all official travel prior to undertaking any official travel).

#### **2.2.2 Working Hours /Outside Working Hours and Crisis Support**

- Travel Agent office opening hours should normally be between 08:00 am and 18:00 PM, Monday to Friday (Western Indonesia Time).
- "Outside Working Hours" support to IDLO travellers will include:
  - Access to a "24/7 service platform" with adequately trained personnel at no



additional charge for issues arising while the Travel Agent's offices are closed or availability of the assistance from assigned Travel Agent Coordinator.

- All essential services with regard to travellers' booking and ticket issuance.
- Ensure that the outside working hours staff is knowledgeable about standard IDLO's procedures.

*Note: IDLO will identify representatives authorized to order tickets while the Travel Agent's offices are closed.*

### **2.2.3 Baggage Allowance & Excess Baggage**

- Inform IDLO travellers about accompanied baggage allowance, excess baggage charges and rules.
- Inform IDLO travellers about baggage insurance if requested.

### **2.2.4 Travel Documentation & Information Delivery**

- E-Tickets Delivery: Ensure that 100% of all e-ticketed documents are delivered at maximum 24 hours following notification of approved travel authorization, unless otherwise instructed by IDLO or unless travel occurs within that timeframe.
- Schedule Changes: Promptly notify travellers and IDLO of any schedule changes and/or delays which may interfere with the travel arrangements (airport closings or strikes, cancelled flights or trains or others).
- Provide IDLO travellers with:
  - ✓ Electronic itineraries, showing in one single and clear document with comprehensive reservation details.
  - ✓ Status of reservations on all carriers' segments.
  - ✓ Travel dates, departure and arrival times at destination and transfer points
  - ✓ Conditions such as ticketing deadline (TDC), fare guarantee, assigned seats.
  - ✓ Baggage allowance.

### **2.2.5 Quality Control**

Designate a quality representative who will act as a focal point of IDLO for service quality/complaint related subjects.

### **2.2.6 Complaints from IDLO Travellers**

- Ensure written acknowledgment and email within 4 hours.
- Promptly investigate and resolve any complaints from IDLO travellers. Ensure final resolution and response to IDLO traveller within 10 days after written acknowledgement.
- Final response to travellers will explain the causes of the problem, and detail specific steps that have been taken or will be undertaken to prevent recurrence of the problem. The copies of all complaints received, and the Company's written responses should be provided to the IDLO Travel Unit. Complaints reports must distinguish between company's errors and other types of incidents.

### **2.2.7 Refund & Cancellations**

- Process refunds requests of all fully/partially unused tickets within 48 hours following reception of request or notification.
- If refund cannot be obtained directly by the Company, advise in writing within 48 hours that the refund application will be processed by a third party (Company's local partner).
- Verify residual value of partially used tickets refunded by carriers. Any difference between IDLO's calculation and the actual refund shall be justified by the Company's calculation and reflected in the billing under the heading refunds. Obtain justification from airlines for rejected refunds.
- Advise IDLO within 5 working days about possible penalty charges of cancelled travel requests.
- Issue credits notes for outstanding refunds within 30 days upon notification by IDLO.
- Void and/or reissue tickets whenever possible instead of refunding.
- Maintain a log of all pending refund requests and ensure the follow-up on a monthly basis or as otherwise agreed with IDLO.
- Provide monthly and annual reports showing the status of settled and pending refund requests, including the total amount of penalties & amounts not refunded.

### **2.2.8 Accounting, Invoicing & Payment**

- Offer direct invoicing option.
- Offer fully automated and highly efficient ticket invoicing and refund tracking systems.
- Submit detailed invoices for each transaction covering the following information:
  - Reference of the Reservation Request/Travel Authorization number;
  - Name of the traveller(s);
  - Date of travel;
  - Travel itinerary;
  - Currency and the amount of the ticket cost;
  - Airport and security taxes;
  - The transaction fee billed, in accordance with the agreed pricing model;
  - Any other relevant information requested by IDLO.
- Regularly provide Statement of Account (SOA) consolidating all invoices.
- In case the invoice included in the statement of account do not conform to the instruction given in the IDLO Travel entitlement, IDLO shall only pay the amount authorized.
- All invoices submitted for payment by the Company will be approved and settled by IDLO within 30 calendar days after receipt of the statement of account by the payments section of IDLO. Any invoices questioned by IDLO should be resubmitted within one month together with such explanations and/or clarification as may be required.
- Billing will be in Rupiah.

### **2.2.9 Hotel Booking & Special Rates**

- IDLO or travellers may request the Company to book hotels in connection with any travel arrangements. In such cases, the Company shall apply lowest available rate.
- Provide hotel itinerary including arrival dates, confirmation number, rate secured, guaranteed reservation information, time limit required for cancellation, contact addresses/phone numbers.
- Cancellation for hotel bookings can be done at the maximum one day prior the check-in at no penalty fee.

### **2.2.10 Car Rental**

- Provide bookings with lowest available rate at a separate cost.
- Provide car rental documents including pick-up and drop-down location, rate booked, class of vehicle, confirmation number.
- Cancellation for car rental services can be done at the maximum one day prior the travel at no penalty fee.

## **3. OPERATIONAL ARRANGEMENT – PERSONNEL**

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The assigned Travel Agent Team, including assigned Travel Consultants must be fully proficient in Bahasa Indonesia and English. In addition to the above, the following basics are required:

- Certificate of Travel Agency competence.
- Completion of IATA certificate (Travel and Tourism Professional - TTP) or equivalent experience.
- The Company's Operation Manager or Key Account Manager assigned to IDLO shall have at least 5 years of business travel experience at similar positions with large international corporate clients.

The successful Travel Agency shall be required to devote at least one primary personnel, and one back-stopping personnel with adequate authority to make decisions for the timely resolution of problems.

## 4. PERFORMANCE MONITORING

The selected Company shall comply with the following reporting and monitoring requirements and service standards:

Service	Performance Attribute	Definitions	Standard/ Service Level	Meets IDLO minimum requirement	Require improvement	Does not meet IDLO minimum requirement
<b>1. Air and Road Travel Reservation</b>	Agency Accuracy	Ability to perform task completely and without error	Zero-Error in passenger records/airline bookings, fare computation and routing			
	Speed and efficiency	Ability to deliver product or service promptly and with minimum use of resources	For confirmed bookings via itinerary within four hours from time of request			
<b>2. Airline Tickets</b>	Agent Accuracy	Ability to perform task completely and without error	Zero-Error in the printed ticket/aborted travel due to incomplete travel documents			
	Timeliness of delivery	Ability to deliver product or service on or before promised date	3 working days before departure date			
<b>3. Billing</b>	Accuracy	Ability to generate billing statements without errors	Zero-Error or no discrepancy between invoices and attachments			
	Clarity	Ability to generate bills that are transparent or easy to understand	Zero>Returns for clarification/explanation			
<b>4. Problem Solving</b>	Refunds	Ability to process and obtain ticket refunds on a timely basis	100% within one month from date of cancellation			
	Complaint handling	Ability to resolve complaints	Timeliness: one week Manner of resolution: satisfactory score			

## 5. OTHER TERMS

### 5.1. Booking Requests and Travel Authorizations

IDLO shall issue official requests for services through Work Orders that will be sent by e-mail. Any request for travel services shall indicate the amount authorized to be spent for such travel. IDLO shall not be liable to reimburse the Company for services provided by the Company without an officially accepted bookings or requested bookings through email.

### 5.2. Travel Authorizations-Emergencies

In case of emergency outside the agreed working hours, designated officials of IDLO will be authorized to place verbal order of tickets through the outside normal Working Hours service centre. These orders will be subsequently covered by an official email to Travel Agent. IDLO shall, from time to time, notify in writing the Company of the names, titles and functions, and relevant information of the officials authorized to request travel services.

### **5.3. Compensation for Services and Payments to the Company**

As full compensation for the services rendered under the contract, IDLO shall reimburse the Company for the cost of:

- All transportation tickets and other services provided by the Company under the provisions of the contract.
- Cancellation charges imposed or assessed by airlines, transportation companies, railroads, hotels or others by reasons of cancellations of any reservations procured under the provisions of the contract at the specific request of IDLO.
- Any other reasonable expenses incurred by the Company relating to services covered by the contract and agreed upon specifically from time to time between the Company and IDLO. The Company agrees that costs under this paragraph shall not exceed commercial rates, where such exist, or otherwise the cost shall not exceed the cost charged to its most favoured clients for equal or similar services.

## Appendix 1 Business Travel Reporting Data

This Appendix provides the list of standard reports the Company should be able to provide to IDLO.

The reports should provide consolidated data and, whenever requested and relevant, broken down by Organization, Department, Region/Continent, Destinations, Type of fares, Air Carrier etc.

### Statistical Reports (Air / Rail)

- Overall Air, Rail..Boat: gross & net ticket volume and amount, refunds, exchanges, tax amount. Transaction fees, total and all appropriate details
- All Booking Classes (including by RBD) by Ticket, Coupon, and consolidated All Fare Types (Corporate rates, IATA fares, LCC, Company negotiated rates) All Origins and Destinations
- All Places of Issue
- All Travellers list
- Average Ticket Price for all routes, main routes and consolidated Average Trip Duration
- Travel volume/ amount by Direction (outbound/inbound)
- Routing Type (one way, return, circle trip) Ticketed Airline
- Trip Type ( Domestic,)
- Missed and Realized Savings broken down fare type (Corporate rates, IATA fares, LCC,Company negotiated rates), Route or Air Carrier

### Other Reports

- Advance Purchase Analyses (number/percentage of tickets issued less than X days prior to departure).
- Unused e-ticket regular tracking.
- Tickets refunded, Outstanding Refunds, amount of penalties. Cost Estimates/Budgets provided (# pax, destinations)
- Number of Hotel Booking and corresponding Amount
- Number of Car Rental arrangement and corresponding Amount

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**ANNEX D**  
**BID SUBMISSION FORM**

**This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)**

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to **Travel Management Services** in accordance with the TOR as defined in Annex B and the Price Schedule (Annex F) attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Bid for a period of 90 days from the date fixed for opening of Bids in the Invitation to Bid, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Bid you may receive.

Company/Organization: \_\_\_\_\_

Name : \_\_\_\_\_

Title : \_\_\_\_\_

Date : \_\_\_\_\_

Signature : \_\_\_\_\_

*Duly authorized to sign this Bid*

**ANNEX E**  
**BIDDER INFORMATION FORM**

<b>Name of Bidder:</b>		<b>Date:</b>	Select date
<b>ITB reference:</b>			
<b>Legal name of Bidder</b>			
<b>Legal address</b>			
<b>Year of registration</b>			
<b>Bidder's Authorized Representative Information</b>	Name: Title: Telephone numbers: Email:		
<b>Are you an IDLO vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No    If yes, [insert IDLO vendor number]		
<b>Countries of operation</b>			
<b>No. of full-time employees</b>			
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>			
<b>Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):</b>			
<b>Contact person that IDLO may contact for requests for clarifications during Bid evaluation</b>	Name: Title: Telephone numbers: Email:		
<b>Please attach the following documents: [As per Annex B – Preliminary Screening Criteria]</b>	<ol style="list-style-type: none"> <li>1. Certificate of Incorporation/ Business Registration</li> <li>2. Tax Registration Certificate</li> <li>3. Self-attestations as listed in Annex B</li> <li>4. Evidence of relevant experience</li> <li>5. List of similar contracts, including contract duration and value</li> <li>6. Travel agent certifications, memberships and partnerships</li> <li>7. Provide a letter from the bank about of good financial standing and indication of available cash on the company's operating account/s</li> </ol>		
<b>Please attach the following documents:</b>	<ol style="list-style-type: none"> <li>1. Detailed description of serviced offered</li> </ol>		



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**[As per Annex C – Terms of reference**

2. If applicable, proposed saving sharing/incentive scheme
3. Any other supporting documents that bidders consider relevant

## Technical Bid Form

<b>Name of Bidding Organization / Firm:</b>	
<b>Country of Registration:</b>	
<b>Name of Contact Person for this Bid:</b>	
<b>Address:</b>	
<b>Phone / Fax:</b>	
<b>Email:</b>	

		Your Responses		
		Yes, we comply	No, we cannot comply	Comments
1.	5 years of operation experience and registered as travel agent (with copy of business registration)			
2.	Accredited IATA Travel Agent (copy of IATA membership).			
3.	Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae			
4.	Maintains facilities of GDS (Global Distr. System, i.e. Amadeus, Galileo, World Span, etc.).			
5	Booking and ticketing services			
7.	Travel Documentation & Information Delivery			
8	Office hours			
9	Outside office hours support			
10	Refund and cancellation			

		Your Responses		
		Yes, we comply	No, we cannot comply	Comments
11	Accounting, invoicing and payment			
12	Hotel booking			
13	Reporting			
14.	All Provisions of the IDLO General Terms and Conditions are accepted			

**ANNEX F**  
**PRICE SCHEDULE**

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Type of Service	Total cost
<b>Transaction Fee</b>	
Transaction fee for air tickets issued by IDLO Travel Coordinators	
Transaction fee for hotel booking service	
Transaction fee for train booking service	
Transaction fee for car booking service	
Other costs (specify)	
<b>Name, position and signature of the Bidder</b>	<b>Bidder Stamp</b>
<i>Duly authorised to sign this Bid</i>	
<b>Date:</b>	

## ANNEX G

### IDLO SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement and/or amend the IDLO General Terms and Conditions for the Procurement of **Services**. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail over those in IDLO General Terms and Conditions for the Procurement of **Services**.

Place of delivery	Equity Tower 49th Floor (Regus Office), Sudirman Central Business District (SCBD) Jl. Jend. Sudirman kav. 52-53, Senayan 12190 South Jakarta, Indonesia
Contract Duration	<p>It is expected that the Framework Agreement will be entered into by Oct 2023, and that the services is expected to be provided as of Oct, 2023.</p> <p>IDLO will review the quality of services and deliverables after 12 months of provision of services. Subject to satisfactory performance and agreement by both parties the Framework Agreement may be extended for an additional periods of 12 months. The overall duration of the contract will not exceed 24 months .</p> <p>The prices will remain unchanged during the period of contract implementation.</p>
Payment terms	Refer to Annex A Instruction to Bidders
Other conditions	Please refer to Annex C - TOR

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**ANNEX H**  
**IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF**  
**GOODS OR SERVICES AND**  
**IDLO SUPPLIER CODE OF CONDUCT**

Any proposal submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_goods\\_august\\_2020.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf)

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_services\\_feb\\_2022.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_feb_2022.pdf)

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>