



INVITATION TO TENDER

Contents

1. Background Information on Plan International	2
2. Summary of the Requirement.....	2
ITT Overview and Instructions	2
Account Management	3
Plan Indonesia Contract Management Responsibilities	3
2.1 Instructions to Tenderers	3
2.2 Key Dates and Timelines	4
2.3 Pricing	4
3. Selection Criteria	5
4. Evaluation of offers	7
5. Terms & Conditions	7
6. Plan International's Ethical & Environmental Statement	8
7. Submission Checklist.....	8
ANNEX A- Specifications	10
Key Performance Indicators (KPIs).....	12

INVITATION TO TENDER

ITT-IDN/VII/2026/008

Travel Management Services

1. Background Information on Plan International

Plan International is an independent development and humanitarian organisation that advances children's rights and equality for girls.

We believe in the power and potential of every child, but this is often suppressed by poverty, violence, exclusion and discrimination, and its girls who are most affected. Working together with children, young people, our supporters and partners, we strive for a just world, tackling the root causes of the challenges facing girls and all vulnerable children.

We support children's rights from birth until they reach adulthood, and we enable children to prepare for – and respond to – crises and adversity. We drive changes in practice and policy at local, national and global levels using our reach, experience and knowledge.

We have been building powerful partnerships for children for over 85 years and are now active in more than 75 countries.

Read more about Plan International's Global Strategy: **Girls Standing Strong** at <https://plan-international.org/strategy>

2. Summary of the Requirement

Plan Indonesia is inviting interested parties to bid for the supply of Travel Management Services to Yayasan Plan International Indonesia based in Jakarta, Indonesia. Successful Bidder(s) will be expected to enter into a Long-Term Agreement for a period of 3 years on a non-exclusive basis with our organization.

The following key requirements are essential for this agreement:

- **User-Friendly Self-Booking Features:** The system must provide an intuitive interface that enables staff to efficiently arrange their own travel plans.
- **Integrated System:** The solution should connect various essential functionalities seamlessly, including booking, itinerary management, and invoicing, while accommodating different budget codes for effective financial management.

This agreement will focus on the comprehensive management and processing of both flight and hotel bookings for our organization, ensuring a streamlined and efficient travel experience for all stakeholders involved.

Plan Indonesia reserves the right not to award a contract as a result of this Invitation to Tender, or to award to multiple successful Bidders.

ITT Overview and Instructions

This Service Level Agreement (SLA) sets out the minimum expected level of service from the Supplier. It is intended to form the bases of the agreement between the successful Tenderer and Plan Indonesia.

Plan Indonesia will seek (as part of the implementation period) to develop these SLAs and Key Performance Indicators (KPIs) with the successful Supplier, to obtain a mutual agreement of travel services provision between the Supplier and Plan Indonesia offices.

The ability to meet the proposed SLAs will be assessed in the technical evaluation of the Tenderer's proposal.

The purpose of the SLA is to ensure that the correct elements and commitments are in place to provide consistent travel service support and delivery to Plan Indonesia by the Supplier.

The objectives of the SLA are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision.
- Measure actual service support and delivery against expected service provision.

Account Management

The Supplier is required to provide an account manager to cover contracted Plan Indonesia offices to provide regular Management Information to demonstrate service delivery. Plan Indonesia will expect proactive and co-operative account management particularly in relation to any remedies that may be proposed in respect of poor or failed performance.

Quarterly review meetings shall be held between Supplier and Plan Indonesia to discuss the following:

1. Agreement status and proposed modifications to the contract
2. Reconciliation of outstanding reports and credit facilities
3. Review KPIs and service-level issues
4. Innovation and Continuous Improvement
5. Future business plans
6. Any other relevant issues

Plan Indonesia Contract Management Responsibilities

Plan Indonesia Supply Chain Manager will be responsible for the overall Contract Management of this Agreement and will co-ordinate and manage all service issues, complaints, resolutions, and feedback to and from the supplier.

Plan Indonesia will conduct itself in a professional manner with the supplier, working towards building a good collaborative relationship of transparency and trust. Neither party will take advantage of any genuine errors.

Please refer to '**Annex A - Specifications**' for full details of the requirement.

2.1 Instructions to Tenderers

These instructions are designed to ensure that all Bidders are given equal and fair consideration. It is the Bidders responsibility to ensure their offer is complete and that you provide all the necessary information asked for in the format specified, or risk your offer being rejected. Further details can be found in section 9.1 of this ITT document, **'Submission Checklist.'**

Women-owned businesses and companies actively engaged or advancing gender equality and women empowerment in the workplace are especially encouraged to apply.

Documents comprising this tender pack are as follows:

- ITT-IDN/VII/2026/008 Travel Management Services Plan Tender Dossier

- ANNEX A – Specifications
- ANNEX B - Pricing Schedule
- ANNEX C - Tender Questions
- ANNEX D - Supplier Questionnaire
- ANNEX E - Non-Staff Code of Conduct

Tenderers are required to submit their proposal, inclusive of all required annexes, via email to Yayasan.procurement@plan-international.org. Offers must be received by the deadline specified in the section ‘**3.3 Key Dates and Timelines.**’

The offer and all correspondence and documents related to the tender must be written in English.

Each Tenderer or member of consortium or sub-contractor may submit only one offer.

Unless stated otherwise, all communications from Bidders in relation to this tender, including Clarification Questions, must be addressed to Yayasan.Procurement@plan-international.org before July 26th 2026. The procurement team will provide an answer and clarification on July 28th, 2026, at the latest.

Please ensure that all inquiries are submitted during this session. This will be the only opportunity for clarification before the submission deadline.

2.2 Key Dates and Timelines

The following table outlines the key dates and timelines associated with this tender process. Plan Indonesia reserves the right to change these at any time as the tender progresses. To maintain transparency, fairness, and adequate time to prepare your offers, Plan Indonesia will inform all interested Parties of any changes to these key dates and timelines simultaneously and in a timely fashion.

Activity	Deadline Date
Issue of Invitation to Tender	July 15th, 2026
Technical Requirement & Clarifications	July 26th, 2026
Deadline for submission of offers	August 15th, 2026
Plan Review of Offers	August 16th – 20th, 2026
Contract Award	September 01st, 2026

2.3 Pricing

Bidders are required to complete the pricing schedule attached separately in ‘**Annex B – Pricing Schedule.**’ All prices must be quoted in **IDR**, and exclusive of Value Added Tax (VAT).

It is expected that prices will be fixed for the duration of the contract and quotes valid for a maximum period of 90 calendar days following the Closing Date of this tender. If for any reason you are unable to guarantee fixed pricing for the duration of the contract, any projected price increases should be clearly stated in your tender.

To ensure a fair and transparent process, Plan Indonesia will not be able to divulge budget information relating to this tender or associated Projects. It is expected that Bidders submit their best possible financial offer at the point of submission.

The successful Bidder will be required to pay their staff who work on this contract **at least** the National Living Wage.

Please refer to '**Annex A - Specifications**' for full details of the requirement.

3. Selection Criteria

Bids will be assessed against predetermined criteria which has been developed and agreed by the Tender Panel prior to launching this Tender process. The information gathered in '**Annex C -Tender Questions,**' '**Annex B – Pricing Schedule**' and any other requested documentation, will be used to evaluate and score each Bid against this set criteria. Please find further details in the below table:

Criteria		Proposals will be evaluated on:	Weight
Tender Compliance	Tender Compliance and Completion	- Completion of supplier questionnaire, financial accounts and viability. - Satisfactory completion of all documentation requested with sufficient information, submitted no later than the Closing Date specified. - Agreement to our mandatory policies as set out in 'Annex E Non-Staff Code of Conduct.' - Mandatory vendor requirements consist of several key legal documents that must be provided to ensure compliance and proper registration. These documents include: - Deed of Incorporation: This is the official document that establishes the existence of the company and outlines its structure, purpose, and the names of its founders. - Certificate of Approval from the Ministry of Law: Serves as confirmation that the company has been approved to operate under the regulations set forth by the Ministry of Law in Indonesia. - NPWP (Tax Identification Number): necessary for tax obligations and compliance with the tax authorities, ensuring that the vendor is registered for taxation purposes. - Front Page of Bank Account: A copy of the front page of the company's bank account is required to verify the company's banking details and ensure it has an operational account. - NIB (Business Number): This is a registration number assigned to the business that is necessary for various regulatory requirements and permits. - Director's ID: A valid form of identification for the company director is required to confirm their identity and role within the company. All documents should be current and accurately reflect the company's operations to ensure a smooth vendor approval process.	Pass/Fail

Technical Proposal (60%)			
	Global Reach and Office Support Capability	• Demonstrated ability to provide services to all Plan Indonesia offices included in this tender as well as any office that will form part of this contract in future • Access to a wide range of global fares: flexible and discounted fares as well as local market fares relevant. • Number of discounted fare agreements with relevant global airlines • Access to competitive hotel rates globally and relevant to Plan Indonesia locations	10%
	Service Delivery Capability	• Demonstrated ability to meet the requirements and service levels • Ability to provide clear options for bookings & complex itineraries and ability to influence most cost-effective bookings • Ability to provide online booking platform and support (User-Friendly Self-Booking Features) • Offline customer service support when the User-Friendly Self-Ordering Feature is down/error. • Level of experience of the proposed team to support Plan Indonesia offices	10%
	Quality Assurance & Policy Compliance	Demonstrated ability to: • Ensure traveller information is accurate • Ensure accurate travel data is captured for MI reports • Support travel policy compliance	10%
	Account Management	• Proposed management of Plan Indonesia account • Clear escalation procedure	10%

Financial Proposal (30%)		Ability to provide Plan Indonesia with relevant MI reports	
	Implementation	A clear and thorough implementation plan including timescales in line with stated implementation period.	10%
	Relevant Experience	Demonstrated experience in the sector and management of the requirements of an international organisation or similar by sharing relevant portfolios.	10%
	Pricing	- Competitive transaction fee proposal with consideration of our organisation's values and mission which should be reflected in proposed pricing - Innovative approach to reduce travel spend for Plan Indonesia offices	30%
Gender Responsive (5%)	Gender Sensitive Practices and Policies	As part of our ongoing Gender Responsive Procurement Initiatives, Bidders will be allocated 5% of the overall score if they meet one or more of the following: - If headed up by a woman - If supplier is a women-owned business: A legal entity in any field that is more than 51% owned, managed, and controlled by one or more women. - If the % of women in management positions is over 35% - If % of women workers is 55% or above - If robust gender equality initiatives are in place and active. E.g. WEPs signed, gender equality procurement policy, any additional gender-sensitive program implemented.	5%
Environmental Sustainability (5%)	Management of Environmental impacts	In line with our Global Policy on the Environment which aims to reduce greenhouse gas (GHG) emissions, conserve natural resources, and promote climate action, bidders will be allocated 5% if they can demonstrate that they meet one or more of the following: Implements a sustainability or environmental policy which covers the relevant aspects and impacts of the contract Implements a certified environmental management system (EMS), e.g. EMAS, ISO 14001, and/or participates in an environmental certification scheme Ability to monitor and provide periodic reports on GHG emissions of all travel, especially flights Include environmental performance criteria in their assessment of suppliers Prioritizes travel routes and other travel options that will result in less environmental impacts Operates electronic ticketing system	5%

4. Evaluation of offers

The Tender Panel will review all Bids to ensure they meet the minimum requirements listed under the 'Compliance' section in the above table. Following this, each Bid will be assigned a score on the basis of predetermined criteria and their associated weighted scorings.

The contract(s) will be awarded to the Bidder(s) who represent the best overall value for Plan Indonesia in terms of the evaluation criteria set out above. By participating in this tender, you acknowledge and understand that Plan reserves the right to:

- Decide not to award to any supplier
- Decide to award to one or more suppliers
- Decide to readvertise the opportunity
- Not necessarily accept the lowest cost offer

Notification of award of contract will be issued via e-mail.

5. Terms & Conditions

By submitting a Bid as part of this Tender process, you also acknowledge and understand that:

- Plan Indonesia will not be liable for any costs or expenses incurred in the preparation of your offer
- You or your company will undergo vetting checks against an Anti-Terrorism and Sanctions Database as part of due diligence protocols
- Plan Indonesia reserves the right to keep confidential the circumstances that have been considered for the selection of the offers
- Part of the evaluation process may include a presentation from the Bidder and a site visit by Plan Indonesia staff, where applicable and necessary
- Plan Indonesia reserves the right to alter the schedule of tender and contract awarding
- Plan Indonesia reserves the right to cancel this tender process at any time and not to award any contract
- Plan Indonesia reserves the right not to enter into or award a contract as a result of this invitation to tender
- Plan Indonesia does not bind itself to accept the lowest, or any offer
- Any attempt by the Bidder to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or Plan Indonesia during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of its offers and may result in the termination of a current contract where applicable
- You accept in full and without restriction the conditions governing this tender as the sole basis of this competition, whatever its own conditions of sale may be, which you hereby waive
- You have examined carefully, understood and comply with all conditions, instructions, forms, provisions and specifications contained in this tender dossier. You are aware that failure to submit a tender containing all the information and documentation expressly required, within the deadline specified, may lead to the rejection of the tender at Plan Indonesia's discretion

- You are not aware of any corruption practice in relation to this competition. Should such a situation arise, we shall immediately inform Plan Indonesia in writing
- You declare that you are affected by no potential conflict of interest, and that you and our staff have no particular link with other Bidders or parties involved in this competition. Should such a situation arise during performance of the contract, you shall immediately inform Plan Indonesia in writing
- You accept Plan Indonesia's standard terms of payment which are **30 days** after the end of the month of receipt by Plan of a proper invoice or, if later, after acceptance of the Goods or Services in question by Plan Indonesia

6. Plan International's Ethical & Environmental Statement

- The organisation should establish environmental standards and good practices that follow the principles of ISO 14001 Environmental Management Systems, and in particular to ensure compliance with environmental legislation
- The organisation should seek to set reduction targets in areas where the organisation's activities lead to significant environmental impacts

7. Submission Checklist

Please note Plan International are unable to accept submissions which are accessible by an online link, for example SharePoint, Dropbox etc. Please submit the documents as email attachments.

Document	Form
Annex B - Pricing Schedule	Please complete with all requested information and return in excel format.
Annex C - Tender Questions	Please complete with all requested information and return in excel format.
Annex D - Supplier Questionnaire	Please complete with all requested information and return in word format.
Annex E - Non-Staff Code of Conduct	Please sign and date this document and return in PDF format.
<i>To access the comprehensive tender pack, please click on the link below:</i> <u>bit.ly/ITTTravelAgent008</u>	

Document	Rationale	Form
Other Documentation: • IATA certification (including any partners that will provide services) • Customer Safety policy • Safety related incidents (last 3 years) • Disaster Recovery & Business Continuity • Quality Monitoring Procedure		
Contact details of three Referees (preferably I/NGO or UN customers)	Through contacting the Referees, Plan Indonesia can be assured on competency of Tenderer.	Services provided, Type of contract, period of performance, company name, contact name, telephone number, e-mail
Company profile	The Tenderer provides information on its structure.	As necessary to provide Plan Indonesia with proper and complete information

ANNEX A- Specifications

Service Levels

Service	Supplier Commitments
Self-Booking Features	➤ The platform allows users to find and book travel options on their own, giving them control over their arrangements. ➤ Users can complete bookings without needing assistance from agency staff, saving time for other tasks. ➤ Self-booking speeds up the booking process. Users can quickly look for comparisons of flights, hotels, and rental cars, and confirm their plans with ease and speed. ➤ The platform is designed to be user-friendly, making it easy for everyone to navigate and book their travel. ➤ The platform works on various devices, including desktops, tablets, and smartphones. This means users can access their travel options anytime, whether at home or on the go. ➤ The platform also clearly shows travel policies and guidelines. This helps users understand the rules for booking, preventing misunderstandings. ➤ The platform able to accommodate the mandatory field "Purchase Order Number" as authorization before ticket is issued. ➤ Additionally, users can track their travel expenses and itineraries using the platform's reporting features. This promotes transparency and trust, allowing users to manage their budgets effectively and make informed travel decisions.
Offline - Flight & Rail Bookings	➤ Offer the most cost-effective fare options to bookers/travellers, taking into consideration traveller requirements (e.g., flexibility of changing/cancelling fare, luggage requirements). ➤ Only offer fares with approved & insured airlines. ➤ Manage individual air miles with bookings and ability to upgrade with points per traveller. ➤ A response to an individual flight booking will be given within 2 hours, and to a flight group booking will be given within 48 hours. ➤ Connectivity for Small Flights: Offer options for small flights connecting islands (e.g., Susi Air, Transnusa, etc). ➤ Provide a minimum of 3 quotes / options per booking request. ➤ Each quote is to be transparent in pricing, including the booking fee and any applicable fee for cancellation/changes to the booking. ➤ No out-of-policy bookings to be made without confirmed approval by sending a Purchase Order. ➤ Supplier will capture a reason for travel for all bookings.
Travel Insurance	➤ Advise booker in the context of providing specific levels of support and assistance to policyholders during their travels, particularly in emergency or unexpected situations, with benefits include ○ Death or Permanent Disability due to a travel accident, ○ Medical Expenses resulting from sickness or injury, ○ Compensation for Travel Inconvenience, ○ Coverage for Luggage and Personal Effects, ➤ Personal Liability Benefits ○ Additional Benefits: ○ Emergency Telephone Charges, ○ Relay of Urgent Messages and ○ Automatic Extension of Policy Period

Visa Processing	➤ Advise booker on visa requirements for each flight booking. ➤ Manage visa applications on behalf of the traveller. ➤ Service to include checking of documentation and advising on applicable fees. ➤ Provide booker/traveller with regular updates regarding visa applications. ➤ Ensure visas are obtained in line with travel dates.
Hotel Bookings	➤ Offer the most cost-effective hotel options taking into consideration security aspect, distance from event and airport. ➤ Hotel cost include tax (follows the country tax policy for international booking) ➤ Manage hotel bill back payments. ➤ Manage individual hotel loyalty programmes with bookings and manage any potential upgrade with points per traveller in line with travel policy.
Conference & Meetings	➤ Source venue options for conferences & meetings based on most cost-effective option considering attendees origin country. ➤ Provide booker with options within 72 hours of request. ➤ Negotiate contracts based on requirements including room rentals, catering and Audio Visual (AV) equipment.
Account Management	➤ Supplier Account Manager to arrange quarterly review meetings with the Plan Indonesia Procurement Coordinator and Supply Chain Manager. ➤ The Account Manager will send reports to the Procurement Coordinator and Supply Chain Manager at least a day in advance of the review meeting. ➤ The Travel Account Manager will analyse Plan Indonesia's Management Information to identify savings opportunities, trends and "best practice" by: ○ Lead time Reports ○ Benchmarking Tools & Reports ○ Frequent Flyer Programmes & other loyalty programmes/schemes ○ Reports on transactions on-line v off-line to drive down fees ➤ Provide a traveller tracking system with the ability to locate staff at all times. ➤ Provide at least 2 annual training sessions for Plan Indonesia staff that are responsible for booking travel. ➤ Send out quarterly surveys to travellers & bookers (content to be agreed & defined with Plan Indonesia). ➤ Report no results in quarterly meetings with identified action plans (if required).
Management Information & Reporting	➤ The supplier will provide Plan Indonesia with annual travel data report for insurance purposes. ➤ The supplier will provide Plan Indonesia monthly reports either by direct access through portal or provided by the supplier. Reports to include: ○ Out of policy bookings (cabin class and booking period lead times) ○ Transaction fee charges ➤ The supplier will provide the following reports prior to the quarterly review meetings: ○ Spend by air travel, hotel, rail and visa ○ Air fare savings (calculations to be agreed with Plan Indonesia) ○ Airline spend ○ Out of policy bookings ○ Traveller & Booker satisfaction survey results ○ Online vs. offline transactions ○ Hotel rates savings (calculations to be agreed with Plan Indonesia) ○ Environmental impact, including associated GHG emissions per trip with corresponding mileage
Ticket Delivery	➤ All tickets ordered before 5pm will be issued the same day. Tickets ordered after 5pm will be issued and dispatched the following day. - All tickets will be sent electronically.

24 hour support service	➤ The supplier will provide a 24 hour support service for all travellers to support with any issues during journey or in emergency/crisis situations. ➤ Supplier will ensure that all 24 hour support instances are resolved within 2 hours of call.
Payment & Invoicing	➤ All invoices will be dispatched by email to the Finance team and the responsible person who booked services. ➤ All invoices must display a Purchase Order or Financial Account/Cost Centre no. relevant to the Plan Indonesia office making the booking. ➤ Invoices must be in IDR. ➤ All invoices must include clear breakdown of cost of booking and any applicable fees (i.e. changes to booking). ➤ Guarantee a full transparency of pricing that can be audited quarterly.
Refunds	➤ All refunds will be logged and processed on day of receipt. ➤ Refunds will be credited to Plan Indonesia at the end of the month following the one in which they were processed. For refunds requiring airline referral, the Supplier will ensure Plan Indonesia is kept aware of the progress at all times.
Quality Control	➤ The supplier will ensure the highest level of accuracy & consistency by cross checking Plan Indonesia traveller profiles in their system for authorisation, out of policy bookings, Purchase Order/Financial Account numbers.
Complaints	➤ The supplier will acknowledge and log a complaint within 24 hours of receipt. ➤ Complaints will be resolved within 7 days, and regular updates will be provided.

Key Performance Indicators (KPIs)

KPI	Description	Supplier Service Requirements	KPI Mechanism	Supplier KPI Measure	KPI Target
Policy Compliance	Measure non-compliant bookings	Supplier will ensure that no out of policy bookings are made without relevant approval	Quarterly reports	% of bookings outside of policy with correct approval	100%
Contract Support	Ensure Plan Indonesia meets the contracted spend of own negotiated agreements with airlines	Supplier to manage bookings in line with Plan Indonesia airline agreement contracted spend	Quarterly airline spend reports	% of Plan Indonesia contracted spend with airlines is reached	100%
Traveller & Booker Satisfaction	Measure of service received by travellers & bookers	Supplier will seek feedback from travellers and report on in quarterly review meetings	Traveller & Booker survey results	Average traveller & booking satisfaction level	80% (4/5 rating)
Data Quality	Data quality defined as presence of data	Supplier will ensure that all required reporting data is captured from bookings	Quarterly reports	% presence of data in required fields for reports	100%
Quarterly Review Meetings	Measure of quarterly review meetings	Supplier will appoint an Account Manager responsible for arranging quarterly review meetings with Procurement Coordinator & Supply Chain Manager at Plan Indonesia	On an annual basis	No. of review meetings arranged by account manager	4

The Supplier is responsible for ensuring full compliance at all times with the KPIs.

Any KPI failure in a given month should be highlighted with reasons for the failure and an action plan to resolve. If the issue is not resolved within a month then Plan Indonesia will have the right to give notice of termination.
