

## Terms of Reference

### **Activity Name:** *Travel Agent Management Services // Layanan Manajemen Agen Perjalanan*

<b>Duration:</b>	<b>April 2026 to End of March 2027 (with possible extension based on satisfactory performance) // April 2026 sampai dengan Akhir Maret 2027 (dengan kemungkinan perpanjangan berdasarkan kinerja yang memuaskan)</b>	<b>Location:</b>	<b>All INOVASI offices in Jakarta, West Java, East Java, West Nusa Tenggara, East Nusa Tenggara, North Kalimantan, Maluku and IKN</b>
<b>Responsible Officer (Name and Title):</b>	<b>Office &amp; Admin Coordinator</b>		

#### **I. Background:**

Indonesia's Vision 2045 sets the goal for Indonesia to transition from a resource-based economy towards an advanced service, technology, and knowledge-based economy by the centenary of its independence (2045). The 2025-2045 National Long Term Development Plan emphasises the urgency of Indonesia's human resource development to fully realise 2045 goals. // *Visi Indonesia 2045 menetapkan tujuan bagi Indonesia untuk beralih dari ekonomi berbasis sumber daya menuju ekonomi berbasis layanan, teknologi, dan pengetahuan yang maju pada peringatan seratus tahun kemerdekaannya (2045). Rencana Pembangunan Jangka Panjang Nasional 2025-2045 menekankan urgensi pengembangan sumber daya manusia Indonesia untuk sepenuhnya mewujudkan tujuan 2045.*

Faced however with persistent low student performance that is emblematic of a learning crisis, significant improvement in student learning will be required to reach Indonesia's 2045 goals. Government of Indonesia (GoI) has started an ambitious program of education reforms. Successive education ministers have set out to modernise the education system through reforming the national curriculum and teaching and assessment approaches, to produce citizens with strong foundational skills, open minds, and inclusive values. // *Namun, dengan kinerja siswa yang terus-menerus rendah yang mencerminkan krisis pembelajaran, peningkatan signifikan dalam pembelajaran siswa akan diperlukan untuk mencapai tujuan Indonesia 2045. Pemerintah Indonesia (GoI) telah memulai program reformasi pendidikan yang ambisius. Menteri pendidikan berturut-turut telah berupaya memodernisasi sistem pendidikan melalui reformasi kurikulum nasional dan pendekatan pengajaran serta penilaian, untuk menghasilkan warga negara dengan keterampilan dasar yang kuat, pikiran terbuka, dan nilai-nilai inklusif.*

Australia is a long-term supporter of the Indonesian basic education sector, with continuous investments supporting education quality improvements for the past two decades, including through the INOVASI program (Phase 1 2016-2020; Phase 2 2020-2023) that focused on supporting acquisition of literacy and numeracy foundational skills in early grades classrooms; exploring local problems and solutions; and generating evidence to inform government policy development and practices. // *Australia adalah pendukung jangka panjang sektor pendidikan dasar Indonesia, dengan investasi berkelanjutan yang mendukung peningkatan kualitas pendidikan selama dua dekade terakhir, termasuk melalui program INOVASI (Fase 1: 2016-2020; Fase 2: 2020-2023) yang berfokus pada mendukung perolehan keterampilan dasar literasi dan numerasi di kelas-kelas awal; mengeksplorasi masalah dan solusi lokal; serta menghasilkan bukti untuk menginformasikan pengembangan kebijakan dan praktik pemerintah.*

This third phase of INOVASI (2024-2027) builds upon the existing program's approach and lessons learned and takes the focus on the development of foundational skills through to the end of the primary grades. Phase 3 will engage with priority issues of Australia's development policy: gender equality, effective inclusion of children with a disability, responses to the climate change challenge in education. It will focus on the challenge of policy implementation and the gaps that exist between national policies and practices at district and school levels and

use the well attested-success of INOVASI's local problem-based approach to continuously support policy development for effective fit between policy and implementation context. // *Fase ketiga INOVASI (2024-2027) membangun pendekatan program yang ada dan pelajaran yang dipetik, serta memperluas fokus pada pengembangan keterampilan dasar hingga akhir kelas dasar. Fase 3 akan menangani isu-isu prioritas kebijakan pembangunan Australia: kesetaraan gender, inklusi efektif anak-anak dengan disabilitas, dan tanggapan terhadap tantangan perubahan iklim dalam pendidikan. Ini akan berfokus pada tantangan implementasi kebijakan dan kesenjangan yang ada antara kebijakan nasional dan praktik di tingkat distrik dan sekolah, serta menggunakan pendekatan berbasis masalah lokal INOVASI yang telah terbukti berhasil untuk terus mendukung pengembangan kebijakan agar sesuai dengan konteks implementasi.*

INOVASI Phase 3 is implemented in 25 districts and cities across Indonesia, in the provinces of West Nusa Tenggara, East Nusa Tenggara, North Kalimantan, East Java, West Java, and Maluku. The program also works in Ibu Kota Nusantara (IKN). // *Fase 3 INOVASI dilaksanakan di 25 kabupaten dan kota di Indonesia, di provinsi Nusa Tenggara Barat, Nusa Tenggara Timur, Kalimantan Utara, Jawa Timur, Jawa Barat, dan Maluku. Program ini juga bekerja di Ibu Kota Nusantara (IKN).*

The Program is managed by Palladium on behalf of the Government of Australia through the Department of Foreign Affairs and Trade (DFAT). // *Program ini dikelola oleh Palladium atas nama Pemerintah Australia melalui Departemen Luar Negeri dan Perdagangan (DFAT).*

## **II. Purpose:**

This Terms of Reference seeks to conclude the most qualified and competent travel agent to provide the travel management services for INOVASI Program Phase 3. The service provided must be a high level of standard services and offer the cost-effective solution to the Company. The travel agent must be able to deliver services on timely manner and meet tight deadlines. The safety of staff is paramount consideration for the booking of all travel arrangement related business and value for money. // *Kerangka Acuan ini bertujuan untuk memilih agen perjalanan yang paling berkualitas dan kompeten untuk menyediakan layanan manajemen perjalanan untuk Program INOVASI Fase 3. Layanan yang diberikan harus memiliki standar layanan yang tinggi dan menawarkan solusi yang hemat biaya bagi Perusahaan. Agen perjalanan harus mampu memberikan layanan secara tepat waktu dan memenuhi tenggat waktu yang ketat. Keselamatan staf adalah pertimbangan utama dalam pemesanan semua pengaturan perjalanan terkait bisnis dan penghargaan terhadap nilai uang.*

## **III. Duration of the contract/Timeline:**

One year contract period with possible extension based on performance review for period from April 2026 to end of March 2027. The selected travel agent should be able to work flexibly, including after office hours (24 hour service) to ensure all services are delivered to high quality standards. // *Periode kontrak satu tahun dengan kemungkinan perpanjangan berdasarkan tinjauan kinerja untuk periode dari April 2026 hingga Akhir bulan Maret 2027. Agen perjalanan yang terpilih harus mampu bekerja secara fleksibel, termasuk di luar jam kerja (layanan 24 jam), untuk memastikan semua layanan dijalankan dengan standar kualitas tinggi.*

## **IV. Scope of Works and Responsibilities:**

The travel agent will be responsible for providing travel management services to INOVASI for official business-related purposes. This will involve making travel arrangements for INOVASI's staff, key advisers/consultants, and the government officials or delegates. // *Agen perjalanan akan bertanggung jawab untuk menyediakan layanan manajemen perjalanan kepada INOVASI untuk keperluan bisnis resmi. Ini akan melibatkan pengaturan perjalanan untuk staf INOVASI, penasihat/konsultan utama, dan pejabat pemerintah atau delegasi pemerintah.*

These services must be provided with a high level of responsiveness and must be cost effective. The travel agent is expected to show no favour towards any carrier or supplier and maintain good relations with all stakeholders. The travel agent will also be required to provide after-hours travel support (24 hour service). // *Layanan ini harus disediakan dengan tingkat responsivitas yang tinggi dan harus efektif biaya. Agen perjalanan diharapkan tidak menunjukkan keberpihakan terhadap maskapai atau pemasok mana pun dan menjaga hubungan baik dengan semua pemangku kepentingan. Agen perjalanan juga akan diminta untuk menyediakan dukungan perjalanan di luar jam kerja (layanan 24 jam).*

The travel agent is required to provide all resources and networks necessary to successfully fulfil the requirements of this Scope of Services. The travel agent will also be required to provide appropriate and well qualified personnel as part of their core team to support the delivery of these services. // *Agen perjalanan diharuskan menyediakan semua sumber daya dan jaringan yang diperlukan untuk memenuhi persyaratan dari Ruang Lingkup Layanan ini.*

*Agen perjalanan juga akan diminta untuk menyediakan personel yang tepat dan mempunyai kualifikasi baik sebagai bagian dari tim inti mereka untuk mendukung layanan ini.*

The travel agent must have the capacity to provide the whole range of services as outlined below but not limited to // *Agen perjalanan harus memiliki kapasitas untuk menyediakan seluruh rangkaian layanan seperti yang diuraikan di bawah ini, tetapi tidak terbatas pada:*

- I. *Cost effective travel management // Manajemen perjalanan yang efektif biaya*
  - a. *Provide the most cost competitive fare for travel services, including, but not limited to flights, hotel accommodation, train ticket, ferry and car rental , whilst accommodating INOVASI's requirements // Menyediakan tarif yang paling kompetitif untuk layanan perjalanan, termasuk, tetapi tidak terbatas pada penerbangan, akomodasi hotel, tiket kereta, feri, dan penyewaan mobil, sambil memenuhi persyaratan INOVASI;*
  - b. *Book and issue tickets (flights, train, ferry) for individuals and groups of travelling personnel, for domestic and international // Memesan dan mengeluarkan tiket (pesawat, kereta, feri) untuk individu dan kelompok personel yang melakukan perjalanan, baik domestik maupun internasional;*
  - c. *Book and organise hotel accommodation for individuals and groups of travelling personnel, for domestic and international // Memesan dan mengatur akomodasi hotel untuk individu dan kelompok personel yang melakukan perjalanan, baik domestik maupun internasional;*
  - d. *Organise and book ground transportation for transfers to and from airports in various locations // Mengatur dan memesan transportasi darat untuk transfer ke dan dari bandara di berbagai lokasi;*
  - e. *Organise and book car hire for travelling personnel, for domestic and international // Mengatur dan memesan penyewaan mobil untuk personel yang melakukan perjalanan, baik untuk domestik maupun internasional;*
  - f. *Provide appropriate itineraries and quotations based on the most direct and convenient routing // Menyediakan rencana perjalanan dan penawaran harga yang sesuai berdasarkan rute yang paling langsung dan nyaman.*
- II. *Communicate and coordinate with INOVASI Team // Berkomunikasi dan berkoordinasi dengan Tim INOVASI*
  - a. *Provide responsive and timely customer service to INOVASI travel requests // Menyediakan layanan yang responsif dan tepat waktu untuk permintaan perjalanan INOVASI;*
  - b. *Provide timely and accurate updates on changes to travel arrangements // Memberikan pembaruan yang tepat waktu dan akurat tentang perubahan pengaturan perjalanan;*
  - c. *When the required travel arrangements cannot be confirmed, travel agent must notify INOVASI of the problem and present minimum three (3) alternative routings/quotations for considerations // Ketika pengaturan perjalanan yang diinginkan tidak dapat dikonfirmasi, agen perjalanan harus memberi tahu INOVASI tentang masalah tersebut dan menyajikan minimal tiga (3) rute/penawaran alternatif untuk dipertimbangkan;*
  - d. *Accurately advise INOVASI of ticketing deadlines and other relevant information when reservations are made, in order to mitigate cancellation of bookings // Memberikan informasi yang akurat kepada INOVASI tentang tenggat waktu tiket dan informasi relevan lainnya saat reservasi dilakukan, untuk memitigasi pembatalan pemesanan;*
  - e. *Provide advice on travel service providers, schedules, availability, destinations, visa requirements etc.; // Memberikan saran tentang penyedia layanan perjalanan, jadwal, ketersediaan, tujuan, persyaratan visa, dll.*
  - f. *Promptly notify travellers of airport closures, delayed or cancellation flights, as well as other changes before departure time // Segera memberi tahu individu/grup yang melakukan perjalanan tentang penutupan bandara, penerbangan yang tertunda atau dibatalkan, serta perubahan lain sebelum waktu keberangkatan;*
  - g. *Travel agent shall meet periodically and/or when needed with INOVASI to discuss issues of mutual concern, to review the travel agent's performance and to discuss improvements which the travel agent or INOVASI should make in order to achieve more effective travel management and great savings. The travel agent shall make INOVASI aware immediately of major industry changes, which have a broad impact on its travel policy or procedures; and // Agen perjalanan harus bertemu secara berkala dan/atau bila diperlukan dengan INOVASI untuk membahas masalah yang menjadi perhatian bersama, meninjau kinerja agen perjalanan, dan membahas perbaikan yang harus dilakukan oleh agen perjalanan atau INOVASI untuk mencapai manajemen perjalanan yang lebih efektif dan*

*penghematan besar. Agen perjalanan harus segera memberi tahu INOVASI tentang perubahan besar dalam industri, yang memiliki dampak luas pada kebijakan atau prosedur perjalanannya; dan*

- h. Travel agent shall only provide service to INOVASI appointed personnel. Communicate with travellers and/or others, only based on approval of request and acknowledge of INOVASI appointed personnel // Agen perjalanan hanya akan memberikan layanan kepada personel yang ditunjuk oleh INOVASI. Berkommunikasi dengan individu yang melakukan perjalanan dan/atau pihak lain, hanya berdasarkan persetujuan permintaan dan sepengetahuan dari personel yang ditunjuk oleh INOVASI.*

### III. Invoicing Supports // Dukungan terkait dokumen tagihan

- a. Travel agent must submit invoices on a weekly basis, which include valid tax invoice and supporting documents required by INOVASI. // Agen perjalanan harus dapat mengirimkan tagihan per minggu ke INOVASI, yang dilengkapi dengan faktur pajak serta dokumen pendukung yang diminta oleh INOVASI.*
- b. The Travel Agent must provide a detailed breakdown of each invoice in Microsoft Excel format, including the information on traveler name, travel date & route, ticket number, fare components (fare, tax, service fee, other charges) // Agen perjalanan harus dapat menyediakan rincian terperinci dari tiap invoice dalam format Microsoft Excel, termasuk informasi terkait nama pelaku perjalanan, tanggal dan rute perjalanan, nomor tiket, serta komponen biaya (tarif dasar, pajak, biaya layanan, dan biaya-biaya lainnya).*

### IV. Other Supports // Dukungan Lainnya

- a. Provide an after-hours service (24 hours) to deal with emergency situations, missed flights, re-routed travel arrangements, or other last-minute travel changes; // Menyediakan layanan di luar jam kerja (24 jam) untuk menangani situasi darurat, penerbangan yang terlewat, pengaturan perjalanan yang dialihkan, atau perubahan perjalanan menit terakhir lainnya;*
- b. Immediately replace travel documents in the event of loss // Segera mengganti dokumen perjalanan jika terjadi kehilangan;*
- c. Process authorised flight changes/cancellations when and as required by INOVASI // Memproses perubahan/pembatalan penerbangan ketika dan jika diperlukan oleh INOVASI;*
- d. Reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of change schedule, routing or fare structures and printed itineraries // Mengonfirmasi ulang dan memvalidasi kembali tiket pesawat, menerbitkan kembali tiket yang dikembalikan sebagai akibat dari perubahan jadwal, rute, atau struktur tarif dan rencana perjalanan yang dicetak;*
- e. Allow flexibility regarding cancellation for tickets, hotel reservations, car arrangements and any other requirements // Memberikan fleksibilitas terkait pembatalan tiket, reservasi hotel, pengaturan mobil, dan persyaratan lainnya;*
- f. Prepare and provide a detailed ticket refund summary to INOVASI, and ensure that all refunded amounts are transferred back to INOVASI's bank account // Menyusun dan menyediakan ringkasan pengembalian dana tiket kepada INOVASI, serta memastikan seluruh dana tersebut dikembalikan ke rekening bank INOVASI.*
- g. Pre-finance all travel related costs incurred by INOVASI until such time as reimbursement can be sought from INOVASI // Membiayai terlebih dahulu semua biaya terkait perjalanan yang dipesan oleh INOVASI sampai penggantian dapat diminta dari INOVASI;*
- h. Provide regular reporting as required/requested by INOVASI Team (financial etc.); and // Menyediakan pelaporan rutin sesuai kebutuhan/permintaan Tim INOVASI (keuangan, dll.);*
- i. Other travel related activities as required // Kegiatan terkait perjalanan lainnya sesuai kebutuhan.*

## V. Expected Deliverables:

The **Travel Agent** will provide the following outputs/deliverables:

- a. Provide the invoice, tax invoice, and supporting documents based on INOVASI's requirements // *Menyediakan tagihan, faktur pajak dan dokumen pendukung berdasarkan persyaratan INOVASI;*
- b. Management information reports consisting of sales activities showing detailed analysis of the number of trips, destinations, carriers used, hotel that used and car arrangement used // *Laporan informasi manajemen yang terdiri dari aktivitas penjualan yang menunjukkan analisis rinci tentang jumlah perjalanan, tujuan, maskapai yang digunakan, hotel yang digunakan, dan pengaturan mobil yang digunakan;*
- c. Changes and updates on airlines, hotel and car rent rates, promotions, policy changes, etc., immediately upon the travel agent's receipt of the advice; and complaints/incidents summary and fare paid // *Perubahan dan pembaruan pada tarif maskapai, hotel, dan penyewaan mobil, promosi, perubahan kebijakan, dll., segera setelah agen perjalanan menerima pemberitahuan; serta ringkasan keluhan/insiden dan tarif yang dibayarkan;*
- d. Other information as may be requested by INOVASI team // *Informasi lain yang mungkin diminta oleh tim INOVASI.*

## VI. Evaluation Methodology:

INOVASI will assess each submission based on the supplier/contractor's ability to meet the requirement as specified and overall **value for money** using the following criteria // *INOVASI akan menilai setiap pengajuan berdasarkan kemampuan agen perjalanan untuk memenuhi persyaratan yang ditentukan dan keseluruhan efisiensi biaya menggunakan kriteria berikut:*

- a. At least seven (7) years experiences in providing travel management services for national and international organisations, embassies and medium to large multi-national corporations // *Setidaknya tujuh (7) tahun pengalaman dalam menyediakan layanan manajemen perjalanan untuk organisasi nasional dan internasional, kedutaan besar, dan perusahaan multinasional menengah hingga besar;*
- b. Accredited IATA travel agent duly licensed in the country // *Agen perjalanan terakreditasi IATA yang memiliki lisensi resmi di negara tersebut.*

<b>Criteria // Kriteria</b>			<b>Weighting out of 100 // Bobot dari total 100</b>
Technical // <i>Aspek Teknis</i>	<p>Demonstrate strong track record in providing prompt, accurate, efficient, and cost-effective travel services to medium to large multi-national, international organisations or similar. // <i>Menunjukkan rekam jejak yang kuat dalam menyediakan layanan perjalanan yang cepat, akurat, efisien, dan efektif biaya untuk organisasi multinasional menengah hingga besar, organisasi internasional atau serupa.</i></p> <p>A proven track record of having handled international consultants, government officials and the protocol decorum that it entails. // <i>Rekam jejak yang terbukti dalam menangani konsultan internasional, pejabat pemerintah, dan protokol yang menyertainya.</i></p>	30	80% out of 100% // 80% dari 100%
	<p>Demonstrate ability to respond to travel requests and management procedure to resolve issues in short time frames and provide responsive after-hours support, including weekends and public holidays. // <i>Menunjukkan kemampuan untuk merespons permintaan perjalanan dan prosedur manajemen untuk menyelesaikan masalah dalam waktu singkat dan memberikan dukungan responsive di luar jam kerja, termasuk akhir pekan dan hari libur nasional.</i></p>	30	
	<p>Have access to large networks of numerous travel services suppliers internationally and across Indonesia including airlines, train, ferry, hotels, and car rental companies. // <i>Memiliki akses ke jaringan besar dari berbagai pemasok layanan perjalanan secara internasional dan di seluruh Indonesia termasuk maskapai penerbangan, kereta, feri, hotel, dan perusahaan penyewaan mobil</i></p>	30	
	<p>Have integrated ticketing system for booking and invoices, including online ticket reservation // <i>Memiliki sistem tiket terintegrasi untuk pemesanan dan tagihan, termasuk pemesanan tiket secara online.</i></p>	10	

Financial // Aspek Keuangan	Value for money & able to provide tax invoice on weekly basis // <i>Kesesuaian harga dengan manfaat yang diberikan serta mampu memberikan faktur pajak per minggu.</i>	20	20% out of 100% // 20% dari 100%
	TOTAL		100%

# Invitation To Tender – INOVASI Project Phase 3 – Travel Agent Service (2026)

13 February 2026

<b>Project:</b>	Australia Indonesia Partnership Innovation for Indonesia's School Children (INOVASI) Phase 3
<b>Tender for:</b>	Travel Agent Service 2026
<b>Activity Number:</b>	IDINO3-HOF-0231-0226
<b>The Company:</b>	PT Palladium International Indonesia
<b>Closing Date and Time:</b>	Friday, 6 <sup>th</sup> March 2026 at 17.00 Jakarta local time
<b>Contact Person &amp; Delivery Address:</b>	<a href="mailto:inovasi.procurement@thepalladiumgroup.com">inovasi.procurement@thepalladiumgroup.com</a>
<b>Details for submission:</b>	<p>Electronically via email to <a href="mailto:inovasi.procurement@thepalladiumgroup.com">inovasi.procurement@thepalladiumgroup.com</a> before the tender closing time. / <i>Secara Elektronik melalui email <a href="mailto:inovasi.procurement@thepalladiumgroup.com">inovasi.procurement@thepalladiumgroup.com</a> sebelum waktu penutupan Tender.</i></p> <p>Two separate email submissions are required:/ <i>Diperlukan pengiriman dua email terpisah:</i></p> <p>1) Email #1: Technical Proposal + Company Profile + attachments. Subject: [Technical Proposal] [Name of Activity] [Organization Name] / <i>Pengiriman/Email #1: Proposal Teknis, Profil Perusahaan, dan lampiran terkait. Judul email harus mengikuti format [Proposal Teknis] [Nama Kegiatan] [Nama Organisasi].</i></p> <p>2) Email #2: Financial Proposal. Subject: [Financial Proposal] [Name of Activity] [Organization Name]. Maximum file size: 10MB per email / <i>Pengiriman/Email #2: Proposal Finansial. Judul email harus mengikuti format [Proposal Finansial] [Nama Kegiatan] [Nama Organisasi].</i></p>
<b>Tender Validity Period:</b>	20 weeks from date of submission / <i>20 Minggu sejak tanggal pengajuan</i>
<b>Jurisdiction:</b>	Indonesia

Thank you for your interest in the above procurement. The Company invites you to tender for this activity. This pack includes: / *Terima kasih atas minat Anda dalam pengadaan di atas. Perusahaan mengundang Anda untuk mengajukan tender untuk kegiatan ini. Paket ini meliputi:*

- Part 1: Terms of Reference (TOR)/ *Bagian 1: Kerangka Acuan Kerja (TOR)*
- Part 2: Conditions of Tender / *Bagian 2: Ketentuan Tender*
- Part 3: Technical assessment selection criteria/ *Bagian 3: Kriteria seleksi penilaian teknis*

- Part 4: Financial assessment selection criteria/ *Bagian 4: Kriteria seleksi penilaian finansial*
- Part 5: Client specific provisions/ *Bagian 5: Ketentuan khusus klien*
- Part 6: Standard contract template (to be signed by the successful tenderer)/ *Bagian 6: Template kontrak standar (ditandatangani oleh pemenang tender)*
- Part 7: Declaration by Tenderers/ *Bagian 7: Deklarasi oleh peserta Tender*
- Part 8: Tender Forms (Schedules A, B.1, B.2 and Experience Form)/ *Bagian 8: Form isian Tender (Form isian A, B.1, B.2 dan Pengalaman)*

Please forward your Tender in accordance with the Details for Submission above by the Closing Date and Time to [inovasi.procurement@thepalladiumgroup.com](mailto:inovasi.procurement@thepalladiumgroup.com). / *Harap kirimkan tender Anda sesuai dengan Detail Pengiriman di atas sebelum Tanggal dan Waktu Penutupan ke [inovasi.procurement@thepalladiumgroup.com](mailto:inovasi.procurement@thepalladiumgroup.com)*

We look forward to your participation in this tender process. / *Kami menantikan partisipasi Anda dalam proses tender ini.*

Yours Sincerely,

**INOVASI Procurement Team / Tim Pengadaan INOVASI  
Kerjasama Teknik Australia – RI**

**Palladium**

**Make it possible**

[thepalladiumgroup.com](http://thepalladiumgroup.com)

*Australian Aid – Managed by the Palladium Group on behalf of the Australian Government*

## Part 1 – Terms of Reference

### 1. Background

Indonesia's Vision 2045 sets the goal for Indonesia to transition from a resource-based economy towards an advanced service, technology, and knowledge-based economy by the centenary of its independence (2045). The 2025-2045 National Long Term Development Plan emphasizes the urgency of Indonesia's human resource development to fully realize 2045 goals. //

*Visi Indonesia 2045 menetapkan tujuan bagi Indonesia untuk beralih dari ekonomi berbasis sumber daya menuju ekonomi berbasis layanan, teknologi, dan pengetahuan yang maju pada peringatan seratus tahun kemerdekaannya (2045). Rencana Pembangunan Jangka Panjang Nasional 2025-2045 menekankan urgensi pengembangan sumber daya manusia Indonesia untuk sepenuhnya mewujudkan tujuan 2045.*

Faced however with persistent low student performance that is emblematic of a learning crisis, significant improvement in student learning will be required to reach Indonesia's 2045 goals. Government of Indonesia (GoI) has started an ambitious program of education reforms. Successive education ministers have set out to modernize the education system through reforming the national curriculum and teaching and assessment approaches, producing citizens with strong foundational skills, open minds, and inclusive values. //

*Namun, dengan kinerja siswa yang terus-menerus rendah yang mencerminkan krisis pembelajaran, peningkatan signifikan dalam pembelajaran siswa akan diperlukan untuk mencapai tujuan Indonesia 2045. Pemerintah Indonesia (GoI) telah memulai program reformasi pendidikan yang ambisius. Menteri pendidikan berturut-turut telah berupaya memodernisasi sistem pendidikan melalui reformasi kurikulum nasional dan pendekatan pengajaran serta penilaian, untuk menghasilkan warga negara dengan keterampilan dasar yang kuat, pikiran terbuka, dan nilai-nilai inklusif.*

Australia is a long-term supporter of the Indonesian basic education sector, with continuous investments supporting education quality improvements for the past two decades, including through the INOVASI program (Phase 1 2016-2020; Phase 2 2020-2023) that focused on supporting acquisition of literacy and numeracy foundational skills in early grades classrooms; exploring local problems and solutions; and generating evidence to inform government policy development and practices. //

*Australia adalah pendukung jangka panjang sektor pendidikan dasar Indonesia, dengan investasi berkelanjutan yang mendukung peningkatan kualitas pendidikan selama dua dekade terakhir, termasuk melalui program INOVASI (Fase 1: 2016-2020; Fase 2: 2020-2023) yang berfokus pada mendukung perolehan keterampilan dasar literasi dan numerasi di kelas-kelas awal; mengeksplorasi masalah dan solusi lokal; serta menghasilkan bukti untuk menginformasikan pengembangan kebijakan dan praktik pemerintah.*

This third phase of INOVASI (2024-2027) builds upon the existing program's approach and lessons learned and takes the focus on the development of foundational skills through to the end of the primary grades. Phase 3 will engage with priority issues of Australia's development policy: gender equality, effective inclusion of children with a disability, responses to the climate change challenge in education. It will focus on the challenge of policy implementation and the gaps that exist between national policies and practices at district and school levels and use the well attested-success of INOVASI's local

problem-based approach to continuously support policy development for effective fit between policy and implementation context. //

*Fase ketiga INOVASI (2024-2027) membangun pendekatan program yang ada dan pelajaran yang dipetik, serta memperluas fokus pada pengembangan keterampilan dasar hingga akhir kelas dasar. Fase 3 akan menangani isu-isu prioritas kebijakan pembangunan Australia: kesetaraan gender, inklusi efektif anak-anak dengan disabilitas, dan tanggapan terhadap tantangan perubahan iklim dalam pendidikan. Ini akan berfokus pada tantangan implementasi kebijakan dan kesenjangan yang ada antara kebijakan nasional dan praktik di tingkat distrik dan sekolah, serta menggunakan pendekatan berbasis masalah lokal INOVASI yang telah terbukti berhasil untuk terus mendukung pengembangan kebijakan agar sesuai dengan konteks implementasi.*

INOVASI Phase 3 is implemented in 25 districts and cities across Indonesia, in the provinces of West Nusa Tenggara, East Nusa Tenggara, North Kalimantan, East Java, West Java, and Maluku. The program also works in Ibu Kota Nusantara (IKN). //

*Fase 3 INOVASI dilaksanakan di 25 kabupaten dan kota di Indonesia, di provinsi Nusa Tenggara Barat, Nusa Tenggara Timur, Kalimantan Utara, Jawa Timur, Jawa Barat, dan Maluku. Program ini juga bekerja di Ibu Kota Nusantara (IKN).*

The Program is managed by Palladium on behalf of the Government of Australia through the Department of Foreign Affairs and Trade (DFAT). //

*Program ini dikelola oleh Palladium atas nama Pemerintah Australia melalui Departemen Luar Negeri dan Perdagangan (DFAT).*

## **2. Objective of The Assignment**

This Terms of Reference seeks to conclude the most qualified and competent travel agent to provide the travel management services for INOVASI Program Phase 3. The service provided must be of a high standard of standard service and offer a cost-effective solution to the Company. The travel agent must be able to deliver services in a timely manner and meet tight deadlines. The safety of staff is paramount consideration for the booking of all travel arrangements related to business and value for money. //

*Kerangka Acuan ini bertujuan untuk memilih agen perjalanan yang paling berkualitas dan kompeten untuk menyediakan layanan manajemen perjalanan untuk Program INOVASI Fase 3. Layanan yang diberikan harus memiliki standar layanan yang tinggi dan menawarkan solusi yang hemat biaya bagi Perusahaan. Agen perjalanan harus mampu memberikan layanan secara tepat waktu dan memenuhi tenggat waktu yang ketat. Keselamatan staf adalah pertimbangan utama dalam pemesanan semua pengaturan perjalanan terkait bisnis dan penghargaan terhadap nilai uang.*

## **3. Scope of The Assignment**

The travel agent will be responsible for providing travel management services to INOVASI for official business- related purposes. This will involve making travel arrangements for INOVASI's staff, key advisers/consultants, and the government officials or delegates. //

*Agen perjalanan akan bertanggung jawab untuk menyediakan layanan manajemen perjalanan kepada INOVASI untuk keperluan bisnis resmi. Ini akan melibatkan pengaturan perjalanan untuk staf INOVASI, penasihat/konsultan utama, dan pejabat pemerintah atau delegasi pemerintah.*

These services must be provided with a high level of responsiveness and must be cost effective. The travel agent is expected to show no favor towards any carrier or supplier and maintain good relations with all stakeholders. The travel agent will also be required to provide after-hours travel support (24-hour service). //

*Layanan ini harus disediakan dengan tingkat responsivitas yang tinggi dan harus efektif biaya. Agen perjalanan diharapkan tidak menunjukkan keberpihakan terhadap maskapai atau pemasok mana pun dan menjaga hubungan baik dengan semua pemangku kepentingan. Agen perjalanan juga akan diminta untuk menyediakan dukungan perjalanan di luar jam kerja (layanan 24 jam).*

The travel agent is required to provide all resources and networks necessary to successfully fulfil the requirements of this Scope of Services. A travel agent will also be required to provide appropriate and well-qualified personnel as part of their core team to support the delivery of these services. //

*Agen perjalanan diharuskan menyediakan semua sumber daya dan jaringan yang diperlukan untuk memenuhi persyaratan dari Ruang Lingkup Layanan ini. Agen perjalanan juga akan diminta untuk menyediakan personel yang tepat dan berkualifikasi baik sebagai bagian dari tim inti mereka untuk mendukung layanan ini.*

The travel agent must have the capacity to provide the whole range of services as outlined below but not limited to //

*Agen perjalanan harus memiliki kapasitas untuk menyediakan seluruh rangkaian layanan seperti yang diuraikan di bawah ini, tetapi tidak terbatas pada:*

**I. Cost effective travel management // Manajemen perjalanan yang efektif biaya**

- a) Provide the most cost competitive fare for travel services, including, but not limited to flights, hotel accommodation, train ticket, ferry and car rental, whilst accommodating INOVASI's requirements // *Menyediakan tarif yang paling kompetitif untuk layanan perjalanan, termasuk, tetapi tidak terbatas pada penerbangan, akomodasi hotel, tiket kereta, feri, dan penyewaan mobil, sambil memenuhi persyaratan INOVASI;*
- b) Book and issue tickets (flights, train, ferry) for individuals and groups of travelling personnel, both within Indonesia and internationally // *Memesan dan mengeluarkan tiket (pesawat, kereta, feri) untuk individu dan kelompok personel yang melakukan perjalanan, baik domestik maupun internasional;*
- c) Book and organise hotel accommodation for individuals and groups of travelling personnel, both within Indonesia and internationally // *Memesan dan mengatur akomodasi hotel untuk individu dan kelompok personel yang melakukan perjalanan, baik di dalam Indonesia maupun internasional;*
- d) Organise and book ground transportation for transfers to and from airports in various locations // *Mengatur dan memesan transportasi darat untuk transfer ke dan dari bandara di berbagai lokasi;*

- e) Organise and book car hire for travelling personnel, both within Indonesia and internationally // *Mengatur dan memesan penyewaan mobil untuk personel yang melakukan perjalanan, baik di dalam Indonesia maupun internasional;*
- f) Provide appropriate itineraries and quotations based on the most direct and convenient routing // *Menyediakan rencana perjalanan dan penawaran harga yang sesuai berdasarkan rute yang paling langsung dan nyaman.*

**II. Communicate and coordinate with INOVASI Team // *Berkomunikasi dan berkoordinasi dengan Tim INOVASI***

- a) Provide responsive and timely customer service to INOVASI travel requests // *Menyediakan layanan yang responsif dan tepat waktu untuk permintaan perjalanan INOVASI;*
- b) Provide timely and accurate updates on changes to travel arrangements // *Memberikan pembaruan yang tepat waktu dan akurat tentang perubahan pengaturan perjalanan;*
- c) When the required travel arrangements cannot be confirmed, travel agent must notify INOVASI of the problem and present minimum three (3) alternative routings/quotations for considerations // *Ketika pengaturan perjalanan yang diinginkan tidak dapat dikonfirmasi, agen perjalanan harus memberi tahu INOVASI tentang masalah tersebut dan menyajikan minimal tiga (3) rute/penawaran alternatif untuk dipertimbangkan;*
- d) Accurately advise INOVASI of ticketing deadlines and other relevant information when reservations are made, to mitigate cancellation of bookings // *Memberikan informasi yang akurat kepada INOVASI tentang tenggat waktu tiket dan informasi relevan lainnya saat reservasi dilakukan, untuk mengurangi pembatalan pemesanan;*
- e) Provide advice on travel service providers, schedules, availability, destinations, visa requirements etc.; // *Memberikan saran tentang penyedia layanan perjalanan, jadwal, ketersediaan, tujuan, persyaratan visa, dll.*
- f) Promptly notify travellers of airport closures, delayed or cancellation flights, as well as other changes before departure time // *Segera memberi tahu individu/grup yang melakukan perjalanan tentang penutupan bandara, penerbangan yang tertunda atau dibatalkan, serta perubahan lain sebelum waktu keberangkatan;*
- g) Travel agent shall meet periodically and/or when needed with INOVASI to discuss issues of mutual concern, to review the travel agent's performance and to discuss improvements which the travel agent or INOVASI should make in order to achieve more effective travel management and great savings. The travel agent shall make INOVASI aware immediately of major industry changes, which have a broad impact on its travel policy or procedures; and // *Agen perjalanan harus bertemu secara berkala dan/atau bila diperlukan dengan INOVASI untuk membahas masalah yang menjadi perhatian bersama, meninjau kinerja agen perjalanan, dan membahas perbaikan yang harus dilakukan oleh agen perjalanan atau INOVASI untuk mencapai manajemen perjalanan yang lebih efektif dan penghematan besar. Agen perjalanan harus segera memberi tahu INOVASI tentang perubahan besar dalam industri, yang memiliki dampak luas pada kebijakan atau prosedur perjalanannya; dan*
- h) Travel agent shall only provide service to INOVASI appointed personnel. Communicate with travellers and/or others, only based on approval of request and acknowledge of INOVASI appointed personnel // *Agen perjalanan hanya akan memberikan layanan kepada personel yang ditunjuk oleh INOVASI. Berkomunikasi dengan individu yang*

*melakukan perjalanan dan/atau pihak lain, hanya berdasarkan persetujuan permintaan dan sepengetahuan dari personel yang ditunjuk oleh INOVASI.*

### **III. Invoicing Supports // Dukungan terkait dokumen tagihan**

- a) *Travel agent must submit invoices on a weekly basis, which include valid tax invoice and supporting documents required by INOVASI. // Agen perjalanan harus dapat mengirimkan tagihan per minggu ke INOVASI, yang dilengkapi dengan faktur pajak serta dokumen pendukung yang diminta oleh INOVASI.*
- b) *The Travel Agent must provide a detailed breakdown of each invoice in Microsoft Excel format, including the information on traveler name, travel date & route, ticket number, fare components (fare, tax, service fee, other charges) // Agen perjalanan harus dapat menyediakan rincian terperinci dari tiap invoice dalam format Microsoft Excel, termasuk informasi terkait nama pelaku perjalanan, tanggal dan rute perjalanan, nomor tiket, serta komponen biaya (tarif dasar, pajak, biaya layanan, dan biaya-biaya lainnya).*

### **IV. Other Supports // Dukungan Lainnya**

- a. *Provide an after-hours service (24 hours) to deal with emergency situations, missed flights, re-routed travel arrangements, or other last-minute travel changes; // Menyediakan layanan di luar jam kerja (24 jam) untuk menangani situasi darurat, penerbangan yang terlewat, pengaturan perjalanan yang dialihkan, atau perubahan perjalanan menit terakhir lainnya;*
- b. *Immediately replace travel documents in the event of loss // Segera mengganti dokumen perjalanan jika terjadi kehilangan;*
- c. *Process authorised flight changes/cancellations when and as required by INOVASI // Memproses perubahan/pembatalan penerbangan ketika dan jika diperlukan oleh INOVASI;*
- d. *Reconfirm and revalidate airline tickets, re-issue tickets which are returned because of change schedule, routing or fare structures and printed itineraries // Mengonfirmasi ulang dan memvalidasi kembali tiket pesawat, menerbitkan kembali tiket yang dikembalikan sebagai akibat dari perubahan jadwal, rute, atau struktur tarif dan rencana perjalanan yang dicetak;*
- e. *Allow flexibility regarding cancellation for tickets, hotel reservations, car arrangements and any other requirements // Memberikan fleksibilitas terkait pembatalan tiket, reservasi hotel, pengaturan mobil, dan persyaratan lainnya;*
- f. *Pre-finance all travel related costs incurred by INOVASI until such time as reimbursement can be sought from INOVASI // Membiayai terlebih dahulu semua biaya terkait perjalanan yang dipesan oleh INOVASI sampai penggantian dapat diminta dari INOVASI;*
- g. *Provide regular reporting as required/requested by INOVASI Team (financial etc.); and // Menyediakan pelaporan rutin sesuai kebutuhan/permintaan Tim INOVASI (keuangan, dll.);*
- h. *Other travel related activities as required // Kegiatan terkait perjalanan lainnya sesuai kebutuhan.*

## **V. Expected Deliverables // Hasil yang Diharapkan:**

*The Travel Agent will provide the following outputs/deliverables // Agen Perjalanan akan menyediakan keluaran/hasil sebagai berikut:*

- a. Provide the invoice and supporting documents based on INOVASI's requirements // *Menyediakan tagihan dan dokumen pendukung berdasarkan persyaratan INOVASI;*
- b. Management information reports consisting of sales activities showing detailed analysis of the number of trips, destinations, carriers used, hotel that used and car arrangement used // *Laporan informasi manajemen yang terdiri dari aktivitas penjualan yang menunjukkan analisis rinci tentang jumlah perjalanan, tujuan, maskapai yang digunakan, hotel yang digunakan, dan pengaturan mobil yang digunakan;*
- c. Changes and updates on airlines, hotel and car rent rates, promotions, policy changes, etc., immediately upon the travel agent's receipt of the advice; and complaints/incidents summary and fare paid // *Perubahan dan pembaruan pada tarif maskapai, hotel, dan penyewaan mobil, promosi, perubahan kebijakan, dll., segera setelah agen perjalanan menerima pemberitahuan; serta ringkasan keluhan/insiden dan tarif yang dibayarkan;*
- d. Other information as may be requested by INOVASI team // *Informasi lain yang mungkin diminta oleh tim INOVASI.*

## **4. Duration**

One year contract period with possible extension based on performance review for period April 2026 – March 2027. The selected travel agent should be able to work flexibly, including after office hours (24-hour service) to ensure all items and services are delivered to high quality standards. // *Periode kontrak satu tahun dengan kemungkinan perpanjangan berdasarkan tinjauan kinerja untuk periode dari April 2026 – Maret 2027. Agen perjalanan yang terpilih harus mampu bekerja secara fleksibel, termasuk di luar jam kerja (layanan 24 jam), untuk memastikan semua item dan layanan disampaikan dengan standar kualitas tinggi.*

## **5. Financial component**

The financial component must: / *Komponen finansial harus:*

1. Provide the rate of / *Memberikan harga :*
  - a) Provide the rate of Service Fee. The Service fee should include all profits / *Memberikan harga Biaya Jasa, yang harus mencakup semua laba*
  - b) Financial management costs, including the cost of financial charges and financing costs, if any; / *Biaya manajemen keuangan, termasuk biaya beban keuangan dan biaya keuangan, jika ada*
  - c) Insurance costs including public indemnity insurance and other insurance as required in the Contract (Part 9 – Indicative Contract); / *Biaya asuransi, termasuk asuransi ganti rugi publik dan asuransi lain sebagaimana disyaratkan dalam Kontrak (Bagian 9 – Kontrak Indikatif);*
  - d) Taxation, as applicable; / *Perpajakan, apabila berlaku;*

- e) Costs associated with any subcontracting and procurement of goods and services; / *Biaya yang berkaitan dengan menyewa subkontraktor dan pengadaan barang dan jasa;*
  - f)
  - g) Any other overheads required to perform the Services in accordance with the Contract; / *Biaya operasional lain yang dibutuhkan untuk melaksanakan Jasa sesuai dengan Kontrak;*
  - h) All escalators for the Service Fees for the term of the Contract; and / *Segala peningkatan Biaya Jasaselama periode Kontrak; dan*
  - i) Any allowance for risks and contingencies. / *Segala uang tunjangan untuk risiko dan kontingensi.*
2. The following financial aspects need to be taken into consideration: / *Aspek finansial berikut ini harus dipertimbangkan:*
- a) All activity preparation costs are the responsibility of the preferred contractor; / *Seluruh biaya persiapan kegiatan merupakan tanggung jawab kontraktor yang diutamakan;*
  - b) The program requires the preferred contractor to submit deliverables on schedule for payment. All costs associated with the preparation and submission of these deliverables are the responsibility of the preferred contractor; / *Program ini mengharuskan kontraktor yang diutamakan untuk menyerahkan deliverable tepat waktu agar dapat menerima pembayaran. Segala biaya yang berkaitan dengan persiapan dan penyerahan deliverable ini menjadi tanggung jawab kontraktor yang diutamakan;*
  - c) Payment of contractor fees and reimbursable costs may be withheld due to non-approval by INOVASI managers of the deliverables. / *Pembayaran biaya kontraktor dan biaya yang dapat diganti dapat ditahan karena adanya deliverable yang tidak disetujui oleh manajer INOVASI.*
3. The successful bidder is expected to hold adequate insurance coverage, including insurance cover for all its staff subcontracted to work on the event implementation, in compliance with the bidder's company policies. Evidence of this coverage may be requested. / *Penawar yang berhasil diharapkan memiliki pertanggungans asuransi yang memadai, termasuk asuransi bagi seluruh staf yang disubkontraktorkan untuk mengerjakan pelaksanaan acara, sesuai dengan kebijakan perusahaan penawar. INOVASI dapat meminta bukti adanya pertanggungans tersebut.*

## **6. Responsibilities of the Company.**

It is an obligatory for Company to do the payment as follows: / *Perusahaan wajib melakukan pembayaran sebagai berikut:*

- a. Domestic Tickets: Fourteen (14) calendar days upon invoice received / *Tiket Domestik: Empat belas (14) hari kalender sejak faktur diterima.*
- b. International Tickets: Fourteen (14) calendar days upon invoice received / *Tiket Internasional: Empat belas (14) hari kalender sejak faktur diterima.*
- c. Hotel, Car Rental, and Airport Transfer: Fourteen (14) calendar days upon invoice received / *Hotel, Sewa Mobil, dan Transfer Bandara: Empat belas (14) hari kalender sejak faktur diterima.*

## **7. Contractor responsibilities**

- To be prepared to sign the Standard Contract Terms. / *Bersedia menandatangani Ketentuan Kontrak Standar.*
- To have in place insurance policies covering Professional Indemnity and Public Liability. / *Untuk memiliki polis asuransi yang mencakup Tanggung Jawab Profesional dan Tanggung Jawab Publik*
- To have any relevant registrations (including tax registrations) in the activity Jurisdiction. / *Untuk memiliki registrasi yang relevan (termasuk registrasi pajak) dalam yurisdiksi kegiatan.*

## Part 2 – Condition of Tender

### 2. Tender content

#### 2.1. The tender must contain the following:

- 2.1.1 a cover letter (no longer than 1 page) to the tender for the activity (specify the Activity number), including the signed declaration contained in Part 7.
- 2.1.2 a technical submission (in the form detailed in Part 3);
- 2.1.3 a financial submission (in the form detailed in Part 4).

#### 2.2. Every Tender needs to state in the submission:

- 2.2.1 in the case of an individual, full or given names, surname and address.
- 2.2.2 in the case of a trust, the full names and addresses of each trustee of the trust.
- 2.2.3 in the case of a company, NGO or other registered entity, the full name of the entity, the address of the registered office of the entity, the relevant registration number and a copy of the certificate of registration; and
- 2.2.4 If relevant, a list (including CVs if requested) of all the nominated personnel expected to contribute to the performance of the TOR, including their names, surnames, title of their position and their proposed level of effort.

#### 2.3. Tenders are to be written in English, Arial font 12

2.4. 'The Tenderer' (where capitalised) means the person or organisation to whom this invitation has been sent, the person or organisation responding to this invitation (as applicable). Depending on the context, an uncapitalised version of 'tenderer' may also refer to the Tenderer.

### 3. Tender Assessment Process

3.1. Tenders must comply with the requirements of the TOR. Failure to submit a Tender including the information required by the TOR (or this Tender generally) will factor into The Company's assessment of the level of compliance of the Tender and may result in rejection of the Tender.

#### 3.2. The Company will evaluate Tenders on the following basis:

- 3.2.1 a technical assessment.
- 3.2.2 a financial assessment.
- 3.2.3 any other factors which may impact on the Tenderer's potential performance.

#### 3.3. The Company reserves the right:

- 3.3.1 to accept or reject any tender, and to annul the tendering process thereby rejecting all tenders, at any time prior to the award of contract at its sole discretion.
- 3.3.2 to cancel or vary the Invitation to Tender process at any time whether before or after the closing date.
- 3.3.3 to reject any tender that does not adhere to the structure and content requirements as outlined in these Terms and Conditions.
- 3.3.4 to recall tenders from any source including those tenderers who have already submitted tenders, without thereby incurring any liability to the affected Tenderer or Tenderers or any obligation to inform the affected Tenderer or Tenderers of the grounds for this action.
- 3.3.5 to accept Tenders for the whole or any part of the requirement.
- 3.3.6 to require that tenderers submit to the Company's Due Diligence process prior to or after the submission of Tenders; and
- 3.3.7 to negotiate with the most favourable tenderer should it be deemed that the offered prices are unreasonable or greater than the targets set in the planning process.

3.4. The Company shall not be bound by any advice given or information furnished by it.

3.5. The conduct of this Invitation to Tender is not intended to give rise to any legal or equitable relationship.

3.6. Any inducements and rewards intended to influence the outcome of the Tendering process will result in Tenderer's immediate suspension from the process.

3.7. Your Tender will be valid for the Tender Validity Period specified on p.1.

#### **4. Technical Assessment**

4.1. The Technical Assessment will be undertaken by an internal procurement committee.

4.2. The Company may specify weighting for assessment criteria in Part 4.

#### **5. Financial Assessment**

5.1. Following consideration of the technical merit of Tenders, a like-like price assessment may be undertaken by The Company of the Tenders assessed as technically suitable.

5.2. Tenderers should note that financial submissions for those Tenders assessed by the Procurement Committee as not technically acceptable will not be subject to financial assessment.

5.3. Unless otherwise specifically stated, prices quoted must be provided as a fixed maximum price and show the tax exclusive price, the tax component and the tax inclusive price.

5.4. The contract price, which must include all other charges and costs, will be the maximum price payable by the Company for the Goods and/or Services.

5.5. Additionally, if requested by the Company, potential suppliers must be able to demonstrate their financial stability and ability to remain viable as a provider of the Goods and/or Services over the term of any agreement.

5.6. If requested by the Company, the potential supplier must promptly provide the Company with such information or documentation as the Company reasonably requires evaluating the potential supplier's financial stability.

#### **6. Acceptance of Tenders**

6.1. The Company is not bound or required to accept the lowest priced Tender or any Tender.

6.2. A Tender will not be deemed to be accepted unless and until a Contract in the form listed in Part 7 is signed by the Company and the Tenderer (with the agreed commercial terms included).

6.3. The Company reserves the right to enter negotiation with any other tenderer if contract negotiations cannot be concluded with the preferred Tenderer.

#### **7. Alternative Tenders**

7.1. The Company reserves the right to accept and consider alternative Tenders providing they:

7.1.1 are submitted with a compliant Tender.

7.1.2 clearly identify the differences and improvements offered.

## **8. Non-Compliant Tenders**

8.1. Tenders will be regarded as non-compliant if they do not comply with any part of the requirements of this Invitation to Tender.

8.2. The Company may, however, in its absolute discretion evaluate any non-compliant Tender.

## **9. Lodgement of Tenders**

9.1. It is the responsibility of the Tenderer to ensure that the Tender is received by the Company by the closing date and time prescribed in this Invitation to Tender. A Tender lodged after the closing date is a late Tender.

9.2. A late Tender will normally not be considered unless it can be demonstrated by the Tenderer that the Tender would have arrived at the tender point by the required date and time as prescribed in this Invitation to Tender but, for reasons proven by the Tenderer, it did not. The Company may allow a late Tender to be assessed at its absolute discretion.

9.3. The Company will not consider or entertain any queries about a decision to assess or reject a late Tender.

## **10. Tenderer Costs**

10.1. Tenderers are responsible at their own cost to:

10.1.1 make all arrangements and obtain and consider all information relating to the TOR.

10.1.2 prepare, deliver and lodge their tender.

10.1.3 deal with any issues, including disputes, that may arise out of the tendering process.

## **11. Confidentiality**

11.1. The Tenderer acknowledges that during this Tender, it may become acquainted with or have access to the Company's Confidential Information (including the existence and terms of this Tender and the TOR). It agrees to maintain the confidence of the Confidential Information and to prevent its unauthorised disclosure to any other person.

11.2. The Tenderer will not disclose or use any Confidential Information except to the extent that such disclosure or use:

11.2.1 is strictly necessary for submitting the Tender.

11.2.2 is required by relevant laws.

11.2.3 is authorised by prior written approval from the Company; or

11.2.4 occurs after the Confidential Information already is or comes into the Tenderer's possession (or in the public domain) otherwise than pursuant to this Tender, pursuant to a separate confidentiality undertaking by the Tenderer or a third parties' (or that parties') unauthorised disclosure.

11.2.5 If the Tenderer is required to disclose Confidential Information due to a relevant law or legal proceedings, it will provide reasonable notice of such disclosure to the Company.

11.2.6 The parties agree that this obligation applies during the Tender and after the completion of the process.

## **12. Request for Information**

12.1 Any prospective tenderer may within a reasonable time before the closing date request information on any point of clarification in this Tender. The information requested shall be given in writing by the Company as soon as practicable. Where in the opinion of the Company the information could influence other tenderers, that information may at the Company's sole discretion be given in writing to all known prospective tenderers.

## **13. Business Partner Code of Conduct**

13.1 Tenderers shall comply with the Company's Business Partner Code of Conduct in the submission of any tenders. The Code is currently available at [thepalladiumgroup.com/policies](http://thepalladiumgroup.com/policies).

## **14. Unsuccessful Tenders**

14.1. Unsuccessful Tenders will be notified in writing and shall be entitled to feedback regarding their tender.

## **15. Tenderer Acceptance of Conditions**

15.1 A Tender lodged in response to this Invitation to Tender does so with agreement to these Conditions of Tender unless any departures from these Conditions are detailed in the cover letter of the submission. The Company reserves the right to reject any departure from these Conditions of Tender and thereby determine that the tender submission is non-conforming for that reason.

## **16. Conflict of Interest**

16.1 Tenderers must notify the Company immediately if any actual, potential or perceived conflict of interest arises (a perceived conflict of interest is one in which a reasonable person would think that the person's judgement and/or actions are likely to be compromised, whether due to a financial or personal interest (including those of family members) in the procurement or the Company).

## **17. Inconsistencies**

17.1. If there is inconsistency within this ITT, the following order of precedence shall apply:

17.1.1 These Terms and Conditions.

17.1.2 the Cover Page of this ITT; and

17.1.3 Part 5 – Client Terms

17.1.4 Part 6 – Standard Contract

17.1.5 Part 1 – Terms of Reference

17.1.6 Part 4 – Financial Assessment Selection Criteria

17.1.7 Part 3 – Technical Assessment Selection Criteria

17.1.8 the Schedule so that the provision in the higher ranked document will prevail to the extent of the inconsistency.

## **18. Jurisdiction**

18.1. This Tender process shall be subject to the laws of the Jurisdiction.

18.2. The Supplier and the Company will use their best efforts to settle amicably any dispute, controversy, or claim arising out of, or relating to this Agreement or the breach, termination, or invalidity thereof.

18.3. If no agreeable settlement can be found, any dispute, controversy, or claim arising out of or relating to this Agreement or the breach, termination, or invalidity thereof, shall be settled by arbitration in accordance with the UNCITRAL Arbitration Rules in effect on the date of this Agreement. The appointing authority shall be the Secretary-General of the Permanent Court of Arbitration. The Parties will be bound by any arbitration award rendered because of such arbitration as the final adjudication of any such dispute.

18.4. The place of arbitration shall be the headquarters location of Company at the time the claim is filed, and the language of the arbitration will be English. The relevant laws shall be the laws of the Jurisdiction.

18.5. Should the claim involve a State, a State-controlled entity, or an intergovernmental organization, the case shall be administered by the International Bureau of the Permanent Court of Arbitration.

## Part 3 – Technical Assessment Selection Criteria

3.1 The Technical Assessment will be undertaken by an internal Procurement Committee/  
*Penilaian Teknis akan dilakukan oleh Komite Pengadaan internal.*

3.2 The Technical Assessment will account for 80% of the overall score using the following formula:

$$\text{Technical Score} = \frac{\text{Tender's Weighted Technical Score (out of 100)}}{\text{Highest Weighted Technical Score (out of 100)}} \times 80\%$$

$$\text{Nilai Teknis} = \frac{\text{Tender's Weighted Technical Score (out of 100)}}{\text{Highest Weighted Technical Score (out of 100)}} \times 80\%$$

3.3 INOVASI will assess each submission based on the travel agent ability to meet the requirement as specified and overall value for money using the following criteria // *INOVASI akan menilai setiap pengajuan berdasarkan kemampuan agen perjalanan untuk memenuhi persyaratan yang ditentukan dan nilai penghargaan untuk uang menggunakan kriteria berikut:*

- a. At least seven (7) years experiences in providing travel management services for national and international organisations, embassies and medium to large multi-national corporations // *Setidaknya tujuh (7) tahun pengalaman dalam menyediakan layanan manajemen perjalanan untuk organisasi nasional dan internasional, kedutaan besar, dan perusahaan multinasional menengah hingga besar;*
- b. Accredited IATA travel agent duly licensed in the country // *Agen perjalanan terakreditasi IATA yang memiliki lisensi resmi di negara tersebut.*

## Technical and Financial Criteria and Weighting

Category	Criteria	Weight (out of 100)
Technical	Strong track record providing prompt, accurate, efficient, and cost-effective travel services to medium–large multinational/international organisations; proven handling of international consultants, government officials and protocol // <i>rekam jejak yang kuat dalam menyediakan layanan perjalanan yang cepat, akurat, efisien, dan efektif biaya untuk organisasi multinasional menengah hingga besar, organisasi internasional atau serupa</i>	30
Technical	Ability to respond to travel requests and resolve issues in short timeframes;	30

Category	Criteria	Weight (out of 100)
	responsive after-hours support including weekends/public holidays // <i>kemampuan untuk merespons permintaan perjalanan dan prosedur manajemen untuk menyelesaikan masalah dalam waktu singkat dan memberikan dukungan di luar jam kerja yang responsif, termasuk akhir pekan dan hari libur nasional.</i>	
Technical	Access to broad networks of travel suppliers in Indonesia and internationally (airlines, train, ferry, hotels, car rental) // <i>Memiliki akses ke jaringan besar dari berbagai pemasok layanan perjalanan secara internasional dan di seluruh Indonesia termasuk maskapai penerbangan, kereta, feri, hotel, dan perusahaan penyewaan mobil</i>	30
Technical	Integrated ticketing system for booking and invoices // <i>Memiliki sistem tiket terintegrasi untuk pemesanan dan tagihan.</i>	10
Financial	Value for money and able to provide tax invoice on weekly basis // <i>Kesesuaian harga dengan manfaat yang diberikan, serta mampu memberikan faktur pajak per minggu</i>	20
	<b>TOTAL</b>	<b>100</b>

#### Requirements for the Technical Submission / *Persyaratan Penyerahan Teknis*

The Technical Submission must: / *Penyerahan Teknis harus:*

- i. Indicate the Tenderer's nominated contact person on the front page; / *Mengindikasikan usulan nomor kontak peserta tender di halaman depan;*
- ii. Be in a type font of no less than 12 points; / *Diketik dalam jenis huruf berukuran tidak kurang dari 12 poin;*
- iii. Be in a single column format; / *Menggunakan format satu kolom;*
- iv. Provide a capability statement addressing the anticipated scope of assignment in Part 2 – Term of Reference point 2, and the technical selection criteria as outlined in Part 4 of this ITT Pack; / *Memberikan pernyataan kesanggupan yang membahas antisipasi cakupan tugas dalam Bagian – Kerangka Acuan Kerja poin 2, dan kriteria pemilihan teknis sebagaimana diuraikan dalam Bagian 4 dari Paket ITT ini.*
- v. Provide tenderer details including company profile and details of similar works completed by the tenderer including appropriate referee contacts; / *Memberikan rincian peserta tender, termasuk profil perusahaan dan rincian pekerjaan serupa yang telah diselesaikan peserta tender, termasuk kontak referensi yang sesuai.*
- vi. The tender submission must be submitted in English language and contain the following information: / *Penyerahan tender harus diserahkan dalam Bahasa Inggris, dan berisi informasi sebagai berikut:*

- A completed Schedule B.1, up to three pages, providing a capability statement addressing the anticipated scope of assignment in Part 2 – Term of Reference point 2, and the technical selection criteria as outlined in Part 4 of this ITT Pack; / *Form isian B.1 yang telah diisi lengkap, hingga tiga halaman, memberikan pernyataan kesanggupan yang membahas cakupan tugas yang telah diantisipasi dalam Bagian 2 – Kerangka Acuan Kerja poin 2, dan kriteria pemilihan teknis sebagaimana diuraikan dalam Bagian 4 dari Paket ITT ini.*
- A completed Schedule B.2, up to five pages, providing tenderer details including company profile and details of similar works completed by the tenderer including appropriate referee contacts; / *Form isian B.2 yang telah diisi lengkap, hingga lima halaman, memberikan rincian peserta tender, termasuk profil perusahaan dan rincian pekerjaan serupa yang telah diselesaikan peserta tender, termasuk kontak referensi yang sesuai.*

## Part 4 – Financial Assessment Selection Criteria

1. Following consideration of the technical merit of Tenders, the financial assessment will represent 20% of the overall score. / *Setelah pertimbangan teknis dari tender, penilaian keuangan akan mewakili 20% dari nilai keseluruhan.*
2. Tenderers should note that financial submissions for those Tenders assessed by the Procurement Committee as not technically acceptable will not be subject to financial assessment. / *Peserta tender harus mengingat bahwa penyerahan keuangan tender yang tidak diterima secara teknis oleh Komite Pengadaan tidak akan melewati tahap penilaian keuangan.*
3. The financial component of the Tender in Tender Schedule Form A – Financial Proposal must be an unconditional offer and fixed for the duration of the Project. / *Komponen finansial/keuangan dari tender di Form Isian Tender A – Proposal Finansial harus menjadi penawaran tak bersyarat dan tetap selama durasi Proyek.*

## Part 5 – Client Specific Provisions

### A. Acceptance of Tenders / *Penerimaan Tender*

1. Palladium is not bound or required to accept the lowest priced Tender or any Tender. / *Palladium tidak terikat atau diharuskan menerima Tender dengan harga terendah atau Tender manapun.*
2. A Tender will not be deemed to be accepted unless and until a Contract based on the Contract Conditions and acceptable to Palladium, is signed by Palladium. / *Tender tidak akan dianggap diterima kecuali dan hingga Palladium menyetujui dan menandatangani Kontrak berdasarkan Ketentuan Kontrak.*
3. Palladium reserves the right to enter negotiation with any other Tenderer if contract negotiations cannot be concluded with the preferred Tenderer. / *Palladium berhak mengadakan negosiasi dengan peserta tender lain apabila negosiasi kontrak tidak dapat dicapai dengan peserta tender yang diutamakan*

### B. Alternative Tenders / *Tender Alternatif*

1. Palladium reserves the right to accept and consider alternative Tenders providing they: / *Palladium berhak menerima dan mempertimbangkan tender alternatif, dengan ketentuan tender tersebut:*
  - i. Are submitted with a compliant Tender; / *Diserahkan bersama tender yang tunduk pada ketentuan yang berlaku;*
  - ii. Clearly identify the differences and improvements offered in the Alternative Tender. / *Dengan jelas mengidentifikasi perbedaan dan peningkatan yang ditawarkan dalam Tender Alternatif.*
2. Alternative Tenders will be considered only after completion of the Technical Assessment of compliant Tenders. / *Tender Alternatif hanya akan dipertimbangkan setelah penyelesaian Penilaian Teknis dari Tender yang memenuhi persyaratan.*

#### C. Non-Compliant Tenders / *Tender yang Tidak Sesuai*

1. Tenders will be regarded as non-compliant if they do not comply with any part of the requirements of the TOR. / *Tender akan dianggap tidak sesuai apabila tidak tunduk pada bagian persyaratan manapun dari KAK.*
2. Palladium may however, in its absolute discretion evaluate any non-compliant Tender. / *Namun, Palladium dapat, dengan diskresi absolutnya, mengevaluasi tender yang tidak sesuai.*

#### D. Lodgement of Tenders / *Pengajuan Tender*

1. It is the responsibility of the Tenderer to ensure that the Tender is received at Palladium by the closing date and time prescribed in this Invitation to Tender. A Tender lodged after the closing date is a late Tender. / *Peserta tender bertanggung jawab untuk memastikan tender diterima di Palladium paling lambat di tanggal dan waktu penutupan yang tertera di Undangan mengikuti Tender ini. Tender yang diajukan setelah tanggal penutupan adalah Tender yang terlambat.*
2. A late Tender will normally not be considered unless it can be demonstrated by the Tenderer that the Tender would have arrived at the tender point by the required date and time as prescribed in this Invitation to Tender. Palladium may allow a late Tender to be assessed at its absolute discretion. / *Tender yang terlambat umumnya tidak akan dipertimbangkan, kecuali Peserta Tender dapat menunjukkan bahwa Tender seharusnya sampai pada tempat pengajuan tender pada tanggal dan waktu yang tertera dalam Undangan mengikuti Tender ini. Palladium dapat menilai Tender yang terlambat dengan diskresi absolutnya.*
3. Palladium will not consider or entertain any queries about a decision to assess or reject a late Tender/ *Palladium tidak akan mempertimbangkan atau menanggapi pertanyaan apapun tentang keputusan untuk menilai atau menolak Tender yang terlambat.*
4. Tenders are to be in English, and all pricing and costs are to be in IDR / *Tender harus diserahkan dalam Bahasa Inggris, dan seluruh harga dan biaya harus dicantumkan dalam Rupiah*

#### E. Tenderer Costs / *Biaya Peserta Tender*

Tenderers are responsible at their own cost for: / *Peserta Tender bertanggung jawab mengeluarkan biaya sendiri untuk:*

1. Making all arrangements and obtaining and considering all information relating to the TOR; / *Membuat segala pengaturan dan memperoleh dan mempertimbangkan seluruh informasi yang berkaitan dengan TOR.*
2. The preparation, delivery and lodgement of their tender; / *Mempersiapkan, mengirimkan, dan mengajukan tender mereka;*
3. Dealing with any issues, including disputes that may arise out of the tendering process. / *Menangani segala isu, termasuk persengketaan yang dapat muncul dari proses pengajuan tender*

#### F. Competitive Neutrality / *Netralitas Kompetitif*

Tenders submitted by government owned organisations must comply with the Commonwealth government's policy in respect of competitive neutrality. All government tenderers must read and return a signed copy of the attached Statutory Declaration (Part 7). / *Tender yang diserahkan organisasi milik pemerintah harus tunduk pada kebijakan pemerintah Persemakmuran terkait netralitas kompetitif. Semua peserta tender pemerintah harus membaca, menandatangani, dan mengembalikan salinan Deklarasi Hukum (Statutory Declaration) terlampir (Bagian 7).*

#### G. Basis of Payment / *Dasar Pembayaran*

1. Payments will be based on points discussed in Part 10: Schedule B. Payments will be made in Australian dollars or Indonesian rupiah and subject to performance as identified by milestones or deliverables specified in the Contract. / *Pembayaran akan berdasarkan pada poin-poin yang dibahas dalam Bagian 10: Form Isian B. Pemabayaran akan dilakukan dalam Dolar Australia atau Rupiah, dan bergantung pada kinerja, sebagaimana diidentifikasi dengan tahapan pencapaian atau deliverable yang tertera dalam Kontrak.*
2. All Tenders should be aware that under 'A New Tax System (Goods and Services Tax) Act 1999 (GST Act)', Palladium will be treated as a taxable enterprise. / *Seluruh Tender harus mengetahui bahwa di bawah 'Undang-undang Sistem Perpajakan Baru (Pajak Barang dan Jasa) Tahun 1999 (UU GST)', Palladium akan dianggap sebagai perusahaan yang terkena pajak.*

#### H. Confidentiality / *Kerahasiaan*

Tenderers must keep any discussions or contact with Palladium in connection with the Invitation to Tender and any Contract negotiations, confidential. / *Peserta Tender harus menjaga kerahasiaan segala diskusi atau kontak dengan Palladium terkait dengan Undangan mengikuti Tender dan segala negosiasi Kontrak.*

#### I. Employment Opportunities for Aboriginal and Torres Strait Islander People / *Peluang Kepegawaian untuk Masyarakat Aborigin dan Pulau Torres Strait – **Not applicable***

- a) Tenderer's attention is drawn to the Commonwealth's policy to maximise employment opportunities for Aboriginal and Torres Strait Islander people. / *Peserta tender harus memperhatikan kebijakan Persemakmuran untuk memaksimalkan peluang kepegawaian bagi masyarakat Aborigin dan Pulau Torres Strait.*
- b) A Tender must, where opportunities exist, indicate in its Tender: / *Tender harus, jika terdapat peluangnya, mengindikasikan dalam tendernya:*
  - How it will provide employment opportunities; / *Bagaimana memberikan peluang kepegawaian;*
  - The nature and duration of the employment it proposes to provide; / *Sifat dan durasi kepegawaian yang akan diberikan;*
  - Where those people would perform work in relation to the Project / *Dimana orang akan mengerjakan Proyek.*
  - The number of people who would be involved. / *Jumlah orang yang akan terlibat.*

#### J. Affirmative Action / *Aksi Afirmatif*

1) The Affirmative Action (Equal Opportunity for Women in the Workplace) Act 1999 requires private sector employers of 100 or more employees and higher education institutions, to establish affirmative action programs. / *Undang-undang Aksi Afirmatif (Peluang yang Setara bagi Perempuan di Tempat Kerja) tahun 1999 mensyaratkan pemberi kerja swasta yang memiliki 100 atau lebih pegawai, serta lembaga pendidikan tinggi, untuk menetapkan program aksi afirmatif.*

2) If: / *Apabila:*

- The Act applies to the Tenderer; / *UU tersebut berlaku bagi Peserta Tender;*
- The Tenderer has been deemed as not complying with its obligations under the Act; / *Peserta Tender telah dianggap tidak tunduk pada kewajibannya sesuai UU tersebut;*
- The Tender does not submit a Certificate of Compliance with the Tender; the Tender will be considered as non-compliant and maybe excluded from consideration. / *Tender tidak menyerahkan Sertifikat Kepatuhan bersama Tendernya; Tender tersebut akan dianggap tidak tunduk dan dapat menjadi tidak dipertimbangkan.*

#### K. Pricing / *Pencantuman harga*

Except for variations in the rate of duty or foreign exchange, Tenderers shall state whether the prices offered are: / *Diluar variasi nilai bea atau nilai tukar mata uang, peserta tender wajib menyatakan apakah harga yang ditawarkan adalah:*

- 1) Firm, that is prices offered shall not be varied either up or down for any reason; / *Tetap, yaitu harga yang ditawarkan tidak akan naik atau turun karena alasan apapun;*
- 2) Firm for a period, in which case the period must be stated; / *Tetap selama periode tertentu, dalam hal ini periodenya harus dicantumkan;*
- 3) Subject to other price variations either up or down. / *Bergantung pada variasi harga lain, baik naik maupun turun.*

#### L. Request for Information / *Permintaan Informasi*

1) Any prospective tenderer may within a reasonable time before the closing date request information on any point of clarification in this Tender. The information requested shall be given in writing by Palladium as soon as practicable, and where in the opinion of Palladium the information could influence other Tenderers, that information shall be given in writing to all known prospective Tenderers. / *Setiap peserta tender prospektif dapat, dalam jangka waktu wajar sebelum tanggal penutupan, meminta informasi pada saat meminta klarifikasi terkait Tender ini. Informasi harus diminta secara tertulis oleh Palladium segera setelah dapat dilakukan, dan apabila Palladium berpendapat informasi tersebut dapat berdampak pada peserta tender lainnya, informasi tersebut wajib diberikan secara tertulis kepada seluruh peserta tender prospektif.*

2) The tenderer should have a Child Protection Policy. Otherwise, the tenderer should sign Palladium Child Protection Guideline and Policy. / *Peserta tender harus memiliki Kebijakan perlindungan Anak. Jika tidak, peserta tender harus menandatangani Pedoman dan Kebijakan Perlindungan Anak Palladium.*

M. Unsuccessful Tenders / *Tender yang Tidak Berhasil*

Unsuccessful Tenders will be notified in writing and shall be entitled to a feedback session regarding their tender. / *Tender yang tidak berhasil akan diberitahukan secara tertulis dan berhak mendapatkan sesi masukan terkait tender mereka.*

N. Tenderer Acceptance of Conditions / *Penerimaan Ketentuan oleh Peserta Tender*

A Tender lodged in response to this Invitation to Tender does so with agreement to these Conditions of Tender unless any departures from these Conditions are detailed in the tender submission. Palladium reserves the right to reject any departure from these Conditions of Tender and thereby determine that the tender submission is non-conforming for that reason. / *Tender yang diajukan sebagai tanggapan terhadap Undangan mengikuti Tender ini harus sudah menyetujui Ketentuan Tender tersebut, kecuali penyimpangan dari Ketentuan tersebut dijelaskan secara rinci dalam penyerahan tender. Palladium berhak menolak segala penyimpangan dari Ketentuan Tender tersebut, dan karenanya menentukan bahwa penyerahan tender tidak memenuhi syarat karena alasan tersebut.*

O. Child Protection / *Perlindungan Anak*

1. All tenderers must agree to have in place a mandatory Child Protection Policy and related procedures which promote the safety and wellbeing of all children accessing their services and programs, particularly to minimize the risk of abuse of children. If the selected Tenderer does not yet have their own policy, the Palladium Child Protection Guidelines will apply to the selected Tenderer until such time as the selected Tenderer has been able to develop their own policy. The Palladium Child Protection Guidelines are available at: <http://www.thepalladiumgroup.com/policies>. / *Seluruh peserta tender harus setuju untuk menetapkan Kebijakan Perlindungan Anak yang wajib dilaksanakan, dan prosedur terkait, yang mendorong keselamatan dan keamanan seluruh anak yang mengakses jasa dan program mereka, terutama untuk meminimalisir risiko pelecehan anak. Apabila peserta tender terpilih belum memiliki kebijakan mereka sendiri, Pedoman Perlindungan Anak Palladium akan berlaku bagi peserta tender terpilih tersebut, sampai pada saat peserta tender dapat menyusun kebijakan mereka sendiri. Pedoman Perlindungan Anak Palladium tersedia di: <http://www.thepalladiumgroup.com/policies>.*
2. Palladium will assist the selected tenderer in assessing whether their Child Protection Policies meet the minimum standard as required by DFAT. To comply with these standards, Child Protection Policies may need to be updated prior to contract signature. / *Palladium akan membantu peserta tender terpilih dalam menilai apakah Kebijakan Perlindungan Anak mereka memenuhi standar yang disyaratkan DFAT. Untuk mematuhi standar ini, Kebijakan Perlindungan Anak bisa jadi harus diperbarui sebelum penandatanganan kontrak*

**Part 6 – Standard Contract Template**  
(Refer to Attachment / merujuk pada lampiran)

**Services Agreement**

## Part 7 – Declaration by Tenderers

*Tenderers shall submit their tender with the following declaration:*

*I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.*

*Where requested by the Company, I/We will promptly provide the certificates or other documents referenced in this ITT.*

*I/We understand that any information given by us will be relied on and used by the Company to assess my/our suitability to participate further in this potential procurement.*

*I understand that the Company may reject my/our Tender if it is non-compliant, or false/misleading in any way. Where this statement is being provided by an individual on behalf of the Company, that individual has the necessary corporate authorisation to provide the declaration on behalf of the Company.*

*I / We have not communicated to any person other than the Company the amount of any tender, adjusted the amount of any tender by arrangement with any other person, made any arrangement with any other person about whether or not I / we or that other person should tender, or otherwise colluded with any other person in any manner whatsoever, and undertake that at any time thereafter in the tendering process for the above.*

*I/We have not engaged in any behaviour which has or could contravene Bribery Act 2010 (UK), the Foreign*

*Corrupt Practices Act (US) or any similar legislation.*

*I/We have not provided or offered any payment, gift, item, hospitality or any other benefit to the Company, its employees, consultants, agents, subcontractors (or any other person involved in the decision-making process relating to this tender) which could give rise to a perception of bribery or corruption in relation to the Tender or any other dealings between the parties.*

Jakarta, Date...

Signature

Name

Position

## Tender Schedule Form A – Financial Proposal / Form Isian Tender A – Proposal Finansial

The response to Tender Schedule A must directly address the selection criteria as outlined in Part 4 of the ITT Pack. Fee rates will be fixed for the duration of the Agreement up to one-year contract period. / *Tanggapan terhadap Form Isian Tender A harus secara langsung menjawab kriteria pemilihan sebagaimana diuraikan dalam Bagian 4 dari Paket ITT. Nilai biaya harus tetap selama durasi Perjanjian, hingga periode kontrak satu tahun.*

### 1. Management/Service Fee / Biaya Manajemen/Jasa

Provide details of management/service fee for each service below: / *Berikan rincian biaya manajemen/jasa di bawah ini:*

<b>Service / Jasa</b>	<b>Cost / Biaya</b> <i>(in IDR) or percentage of service value / (dalam IDR atau persentase dari nilai jasa</i>	<b>Note / Catatan</b>
Booking international airfare/ <i>Pemesanan penerbangan luar negeri</i>		
Booking domestic airfare/ <i>Pemesanan penerbangan dalam negeri</i>		
Booking domestic hotel accommodation / <i>Pemesanan hotel dalam negeri</i>		
Booking international hotel accommodation / <i>Pemesanan hotel luar negeri</i>		
Car Hire / <i>Pemesanan mobil</i>		
After office-hours services / <i>Jasa diluar jam kerja</i>		
Cancelling of any flights and changing itinerary details / <i>Pembatalan penerbangan dan perubahan pada rencana perjalanan</i>		
Cancellation of hotel accommodation / <i>Pembatalan akomodasi hotel</i>		
Other services: please provide details information as necessary / <i>Jasa lainnya: mohon menyediakan informasi sesuai yang dibutuhkan:</i>		

Provide any additional information, clarification or basic calculation in relation to management fee as mentioned above: / *Berikan informasi, klarifikasi tambahan atau perhitungan dasar terkait biaya manajemen sebagaimana disebutkan diatas:*

Tenderers are invited to provide details of any adjustments or other considerations associated with management/service fee in the box above. / *Peserta tender dipersilakan untuk memberikan rincian dari penyesuaian atau pertimbangan lain terkait biaya manajemen/jasa pada tabel diatas.*

## **2. Payment terms / Termin Pembayaran**

INOVASI's standard payment terms for these services are as follows: / *Ketentuan pembayaran standar INOVASI untuk layanan ini adalah sebagai berikut:*

- a. Fourteen (14) working days from receipt of invoice; / *Empat belas (14) hari kerja sejak diterimanya faktur;*
- b. Refund payment to be received within two (2) months; / *Pengembalian pembayaran yang akan diterima dalam dua (2) bulan;*
- c. No cancellation costs or change to reservation date charges that are not the fault of INOVASI staff;/ *Tidak ada biaya pembatalan atau perubahan ke biaya tanggal pemesanan yang bukan merupakan kesalahan dari staf INOVASI;*
- d. Invoices to be submitted on a fortnightly basis by attaching original tickets, hotel voucher and car arrangement vouchers. The statement of account shall show for each transaction, the country/city and currency in which all costs were incurred by INOVASI staff, date, invoice number and the name of INOVASI staff. / *Faktur diajukan setiap dua minggu dengan melampirkan tiket asli, voucher hotel dan voucher pengaturan mobil. Pernyataan akun harus menunjukkan untuk setiap transaksi, negara / kota dan mata uang di mana semua biaya dikeluarkan oleh staf INOVASI, tanggal, nomor faktur, dan nama staf INOVASI.*

Provide details of any adjustments, changes or other considerations associated with payment terms in the box below: / *Berikan rincian penyesuaian, perubahan, atau pertimbangan lain yang terkait dengan ketentuan pembayaran pada tabel di bawah ini*

## Part 8 Tender Form / Bagian 8 Form Isian Tender

To INOVASI Procurement Team / Kepada Tim Pengadaan INOVASI:

[insert name / masukan nama], on behalf of / atas nama [Insert Company Name / Masukan Nama Perusahaan]

Address / Alamat: (Insert Company Address / Masukan Alamat Perusahaan)

Phone Number / Nomor Telepon : (Insert Company Phone No / Masukan Nomor Telepon Perusahaan) Email Address / Alamat Email: (Insert Company Email Address / Masukan Alamat email Perusahaan)

- a) Confirm that we are a legal entity in Indonesia and that we have been in existence for two (2) years or more. / *Mengkonfirmasi bahwa kami badan hukum di Indonesia dan kami telah berdiri selama dua (2) tahun atau lebih*
- b) State that we have not prepared our submission with the benefit of information obtained from current or former employees of INOVASI Program or Palladium International, or DFAT in circumstances that constitute a breach of confidentiality or fidelity on the part of that person; or with the benefit of information otherwise improperly obtained. / *Menyatakan bahwa kami belum menyiapkan pengiriman kami dengan keuntungan informasi yang diperoleh dari karyawan atau mantan karyawan Program INOVASI atau Palladium International, atau DFAT dalam keadaan yang merupakan pelanggaran kerahasiaan atau kesetiaan di pihak orang tersebut; atau dengan keuntungan informasi yang diperoleh secara tidak benar*
- c) State that we have not prepared our submission with the benefit of any information obtained from any other potential supplier or competitor for the services outlined in this RFQ. / *Menyatakan bahwa kami belum mempersiapkan pengajuan kami dengan keuntungan dari informasi yang diperoleh dari setiap calon penawar atau pesaing untuk layanan yang diuraikan dalam RFQ ini.*
- d) Confirm that we have disclosed below (to the best of our knowledge) any matter that may materially affect our performance of the contract (if any), including but not limited to: security, probity or integrity issue, including current or pending investigations or enquiries by any government, law enforcement, or regulatory body; financial capacity and viability to perform the services. / *Mengkonfirmasi bahwa kami telah mengungkapkan di bawah ini (sejauh pengetahuan terbaik kami) masalah apa pun yang secara material dapat memengaruhi kinerja kontrak kami (jika ada), termasuk namun tidak terbatas pada: masalah keamanan, kejujuran atau integritas, termasuk saat ini atau menunggu keputusan investigasi atau pertanyaan oleh pemerintah, penegak hukum, atau badan pengatur; kapasitas keuangan dan kelangsungan hidup untuk melaksanakan layanan.*

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- e) Nominate the following person as our representative for executive negotiations / *Menunjuk orang berikut sebagai perwakilan kami untuk negosiasi eksekutif:*

Representative's Name / Nama Perwakilan \_\_\_\_\_

Position Title / Posisi Jabatan : \_\_\_\_\_

DATED this / TERTANGGAL                      day of / hari ini                      , 20

SIGNED for and on behalf of / DITANDATANGANI untuk dan atas nama  
(Insert Company Name / Masukkan Nama Perusahaan)

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Signature of Authorised Signatory and Stamp /  
Tandatangan dari Penandatangan Resmi dan Cap

Name of Authorised Signatory /  
Nama Penandatangan Resmi

## **Tender Schedule Form B.1 – Capability Statement / Form Isian Tender B.1 – Pernyataan Kesanggupan**

The response to Tender Schedule B.1 must directly address the selection criteria as outlined in Part 4 of the ITT Pack with reference to the Scope of Assignment as outlined in Part 2, point 2 of the ITT Pack. / *Tanggapan terhadap Form Isian Tender B.1 harus secara langsung menjawab Kriteria Pemilihan sebagaimana diuraikan dalam Bagian 4 dari Paket ITT, mengacu pada Cakupan Tugas sebagaimana diuraikan dalam Bagian 2, poin 2 dari Paket ITT.*

The capability statement must be no more than **five (5) A4 pages**, plus up to five (5) CVs in one-page for each CV. This schedule form must also detailed information about the organisations approach on providing the services outlined in this tender document including how the company will meet the needs of INOVASI's travel, the networks available for INOVASI, and what their corporate structure and available resources will be. / *Pernyataan Kesanggupan haruslah **tidak melebihi lima (5) halaman A4**, ditambah maksimal lima (5) CV, masing-masing satu halaman. Formulir isian ini juga harus memberikan informasi secara rinci tentang pendekatan organisasi dalam menyediakan layanan yang diuraikan dalam dokumen tender ini termasuk bagaimana perusahaan akan memenuhi kebutuhan perjalanan INOVASI, jaringan yang tersedia untuk INOVASI, dan seperti apa struktur perusahaan mereka dan sumber daya yang tersedia nantinya.*

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**Capability Statement and Response to Selection Criteria / Pernyataan Kesanggupan dan Tanggapan terhadap Kriteria Pemilihan**

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**Tender Schedule Form B.2 – Company Profile and Experience / Form Isian Tender B.2  
– Profil dan Pengalaman Perusahaan**

The response to Tender Schedule B.2 must directly address the company profile and experience including details of similar works completed by the tenderer since 2015 including budget, name of funder and appropriate referee contacts. / *Tanggapan terhadap Form Isian Tender B.2 harus secara langsung memberikan profil dan pengalaman perusahaan, termasuk rincian pekerjaan serupa dari peserta tender sejak 2015, termasuk anggaran, nama pemberi dana, dan kontak referensi yang sesuai.*

Company Profile and Experience must be no more than **two A4 pages**, plus maximum up to five project experience sheets. / *Profil dan Pengalaman Perusahaan harus **tidak melebihi dua halaman A4**, ditambah maksimal lima lembar pengalaman proyek.*

## Experience Form and Client / *Formulir Pengalaman dan Informasi Klien*

<b>Information Needed / Informasi Yang Dibutuhkan</b>	<b>Previous Project / Proyek Sebelumnya</b>	<b>Previous Project / Proyek Sebelumnya</b>	<b>Previous Project / Proyek Sebelumnya</b>
Client Name / <i>Nama Klien:</i>			
Contract Value / <i>Nilai Kontrak:</i>			
Starting and completion (date month year) / <i>Mulai dan selesai (tanggal bulan tahun)</i>			
<b>Nominated Clients / <i>Nominasi Klien:</i></b>			
Name / <i>Nama:</i>			
Address / <i>Alamat:</i>			
Email / <i>Surel:</i>			
Phone / <i>Telepon:</i>			

We certify that the information provided herein are true and accurate / *Kami menyatakan bahwa informasi yang diberikan disini adalah benar dan akurat.*

**Name / Nama** :

**Title /Jabatan /Posisi** :

*Signature and Stamp / Tanda Tangan dan Cap:*