

# TERMS OF REFERENCE



## PROCUREMENT OF SERVICE PROVIDER FOR TRAVEL RELATED TO PROGRAM IMPLEMENTATION

### 1. Background

The Department of Foreign Affairs and Trade (DFAT) **Social Protection, Inclusion and Gender equality (SPRING)** Program is Australia's flagship investment of support to the Philippine Government on Social Protection, Gender Equality, Disability, Social Inclusion and Indigenous Inclusion. It is an AUD 40 million investment over 5 years that supports the joint development partnership plan (DPP) between the Government of Australia and the Philippine Government. The investment is DFAT's primary avenue in the Philippines for supporting poverty reduction and bilateral funding on gender equality and social inclusion at the national level and with some select Local Government Units (LGUs). SPRING supports efforts under Australia's new International Development Policy and DFAT's forthcoming new strategies on gender equality, disability equity and rights, and translate these into implementation in the Philippines.

The intended goal of SPRING is to contribute to the goal that the social and economic transformation in the Philippines reduces poverty and provides equal opportunities to all Filipinos in line with the Philippines Development Plan.

The objective of SPRING is that Australia works in partnership with the Philippine Government to improve systems and structures that reduce poverty and inequality and advance gender equality and the rights of people with disabilities (PWDs).

SPRING has four mutually reinforcing End of Program Outcomes (EOPOs):

1. Philippine Government social protection plans, policies and programs increasingly close gaps in the social protection floor.
2. The Department of Social Welfare and Development (DSWD) and select LGU systems increasingly deliver quality social protection that is inclusive, gender and shock responsive, and climate sensitive.
3. The Philippine Government increasingly invests in gender responsive policies, plans, programs and systems.
4. The Philippine Government improves data, systems and targeting to enable people with disability and Indigenous Peoples improved access to targeted services.

### 2. Objective or Assignment Purpose

The purpose of these Terms of Reference (ToR) is to establish a contractual agreement for a minimum duration of one (1) year with a qualified travel agency. These agencies will be responsible for providing comprehensive travel services to support the implementation of the SPRING Program, including, but not limited to:

- Facilitating issuance of flight tickets and travel insurance for program personnel, as well as for representatives from sub-national offices, Local Government Units (LGUs), program partners, including civil society organisations, and other relevant stakeholders.
- Scoping and booking for available hotels for program accommodation needs.
- Scoping and booking local land transportation/vehicle rentals, as needed.

The selection and contracting process for these travel agencies will be carried out in strict adherence to the Commonwealth Procurement Rules, DFAT Safeguards Guidelines, the SPRING Program's internal guidelines, and all applicable procurement implementing rules and regulations. This ensures transparency, fairness, and compliance with legal and organizational standards. By engaging with qualified travel agencies, the SPRING

Program will ensure efficient and cost-effective management of its travel requirements while maintaining high standards of service and accountability.

### **3. Service or Material/Goods Required**

The required services are as follows:

- Air Ticket
  - Domestic
  - International
- Hotel (on demand or as needed)
  - Domestic
  - International
- Car Rental Services (both for domestic and international)
  - Airport Transfer
  - Vehicle Rental
- Visa Application (occasional on demand)
- Reissue, Reroute of air ticket
  - Domestic
  - International
- Refund (Air Ticket and Hotel)
  - Domestic
  - International
- After hours all product/24 hours service
  - Domestic
  - International

### **4. Specific Task and Responsibility (for services)**

The following will be the key tasks that the service provider will need to perform:

- Providing 24/7 reservation and booking services for business travel, including flights, ground transportation (car, bus, train), accommodation, and other related services
- Ensuring cost-effective travel arrangements that provide the best value for money, in line with the Platform's travel guidelines and budget.
- Supplying relevant information, brochures, and travel publications upon request.
- Provide an account manager for SPRING Program to include submission of a certificate of employment with email address and mobile number of travel agent.
- Promptly addressing and resolving travel-related problems, complaints, and refund requests.
- Provide detailed booking processes (including operating hours), payment terms, payment process to SPRING Program. Including information that SPRING needs to submit when requesting to book a plane ticket, including travel insurance.
- Assigning a dedicated, responsive including after office hours travel support team to ensure consistent, high-quality service delivery for all travel needs.
- Proposed plan for last minute request or emergency.
- Optional service (not required):
  - i. Vehicle rental.
  - ii. Hotel or accommodation booking.

## 5. Deliverable and Final Product

Specific service will be issuance of plane ticket to SPRING personnel and partners in the implementation of the Program both for domestic and international air travel, including:

- Online and offline ticketing and travel booking support.
- On-demand transportation and accommodation reservation services.
- Timely confirmation of all bookings, including e-tickets and travel itineraries.
- Monthly reporting of travel expenses and booking history.
- Emergency assistance and issue resolution during travel.

## 6. Timeline

The table below shows the timeline including deadline of submission.

| Description                                   | Date               |
|---|--------------------|
| Issuance date of TOR and RFP                  | September 25, 2025 |
| Deadline for Receipt of Inquiry/Clarification | October 15, 2025   |
| Deadline of Submission                        | October 25, 2025   |

## 7. Criteria for Proposal Selection

The proposal selection is a combination of price and non-price factors.

1. Cover Letter
2. Services offered and fees of the following:
  - a. Booking and issuance of plane tickets
  - b. Rebooking, rerouting, and other similar services
  - c. Processing of refund
  - d. Request for additional baggage
  - e. Securing and issuance of travel insurance
  - f. Post business hours' assistance (including weekends and holidays)
  - g. Booking of vehicle rental
  - h. Booking of hotel accommodation
3. Submission of the following business permits:
  - a. Latest and up to date business permit
  - b. BIR2303
  - c. Sample copy of invoice
  - d. Sample copy of statement of account
  - e. DTI for Sole Proprietor
  - f. SEC for Corporation
  - g. Latest Audited Financial Statement (the terms of payment will be through send-bill, this is to ensure that the winning travel agency has the financial capacity for such terms and conditions).
4. Payment terms preferred is 15 working days and up after issuance of a billing invoice.
5. Instructions or Description of the booking process (email, online platform, etc.) this should include information or documentation that SPRING should submit.
6. Description regarding post business hours booking of plane tickets.
7. Process of communicating travel advisory, email, call, or text.
8. References (Submit at least 3 references from organization, companies served in the last three to 5 years).
9. Financial Proposal. See Annex A
10. Past Performance Form. See Annex B.

## **8. Other Technical Information**

1. SPRING is going to designate authorize personnel (at least 2) who can make booking on behalf of the PROGRAM.
2. Quotations must separate the price of plane tickets and service fee. Service fee must be net of VAT or zero rated.
3. Billing Invoice must separate the price of plane tickets and service fee. Service fees must be net of VAT or zero rated.
4. Before tickets are issued, the Vendor must immediately provide a detailed itinerary via email that includes:
  - a. Ticketing deadlines to ensure bookings are not canceled.
  - b. Validation of the status for all available routes.
  - c. Ticket Class (economy fare is mandatory).

## ANNEX A: Financial Proposal

### Travel Agent Service Fee Quotation

| Services   | Name of Travel Agent   |                                   |  |
|--|--|-----------------------------------|--|
|  | Unit & Description   | Service Fee for Regular Passenger | Service Fee for PWD and Senior Citizen |
| Air Ticket<br>* Domestic<br>* International  |  |                                   |  |
| Hotel<br>* Domestic<br>* International   |  |                                   |  |
| Car Rental<br>* Airport Transfer<br>* Vehicle Rental                               |  |                                   |  |
| Visa Application   |  |                                   |  |
| Passport Services  |  |                                   |  |
| Reissue, Reroute of air ticket<br>* Domestic<br>* International                    |  |                                   |  |
| Refund (Ticket and Hotel)<br>* Domestic<br>* International                         |  |                                   |  |
| Void/Cancel (Ticket and Hotel)<br>* Domestic<br>* International                    |  |                                   |  |
| After hours all product issuance/24 hours service<br>* Domestic<br>* International |  |                                   |  |
| Credit Facility  |  |                                   |  |
| Terms of Payment   |  |                                   |  |
| Other Services   | * Meeting and Group Package<br>* Billback<br>* MIS Report<br>* Reprint Invoice |                                   |  |

Note:

- SPRING PROGRAM is exempted from the 12 percent VAT. Service Fee must be NET of VAT or Zero Rated.
- Service Fee for International Travel must be in Philippines Peso or Australian Dollars (AUD).

- *Bidders may use their own template, however, it is important that all required information and documentation must be answered and provided.*
- *Service Fee must include rate for Senior Citizen and Persons with Disability (PWD).*

Submit the following together with this quotation:

1. Latest Business Permit
2. BIR2303
3. Sample copy of invoice
4. Sample copy of statement of account
5. DTI for Sole Proprietor
6. SEC for Corporation
7. Latest Audited Financial Statement (the terms of payment will be through send-bill, this is to ensure that the winning travel agency has the financial capacity for such terms and conditions).

## ANNEX B: Past Performance Form

Include projects that best illustrate your work experience relevant to this TOR, sorted by decreasing order of completion date.

Projects should have been undertaken in the past three years. Projects undertaken in the past six years may be taken into consideration at the discretion of the evaluation committee.

| # | Project Title | Description of Activities | Location Province/City | Client Name/ Tel No. | Start-End. Dates | Completed on schedule. (Yes/No) | Type of Agreement, Subcontract, Grant, PO (fixed price, cost reimbursable) |
|---|---------------|---------------------------|------------------------|----------------------|------------------|---------------------------------|--|
| 1 |               |                           |                        |                      |                  |                                 |  |
| 2 |               |                           |                        |                      |                  |                                 |  |
| 3 |               |                           |                        |                      |                  |                                 |  |
| 4 |               |                           |                        |                      |                  |                                 |  |
| 5 |               |                           |                        |                      |                  |                                 |  |

## ANNEX C: Proposal Checklist

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

- ( ) Submitted your proposal to Cowater International / SPRING Program by email through [procurement@springphilippines.org](mailto:procurement@springphilippines.org)

*Does your proposal include the following?*

- ( ) Signed Cover Letter *(use template in Annex 2)*
- ( ) Price Proposal
- ( ) Latest and up to date business permit
- ( ) BIR2303
- ( ) Sample copy of invoice
- ( ) Sample copy of statement of account
- ( ) DTI for Sole Proprietor
- ( ) SEC for Corporation
- ( ) Latest Audited Financial Statement (the terms of payment will be through send-bill, this is to ensure that the winning travel agency has the financial capacity for such terms and conditions).
- ( ) Response to each of the evaluation criteria of Past Performance *(use template in Attachment)*