



# UNITED CITIES AND LOCAL GOVERNMENTS ASIA PACIFIC

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## TERMS OF REFERENCE

Procurement No:	005/UCLG ASPAC/IV/2026
Event Title:	Travel Agent for UCLG ASPAC
Division:	UCLG ASPAC Secretariat and Programmes/Projects
Duty Station:	Travel agent office
Period:	2-year contract
Posting date:	20 June 2026
Closing date:	30 June 2026
Budget line:	UCLG ASPAC and Programmes/Projects

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### 1. Introduction

United Cities and Local Governments Asia Pacific (UCLG ASPAC) is the biggest regional section of the United Cities and Local Governments (UCLG), whose Secretariat is based in Jakarta, Indonesia, and hosted by the Provincial Government of Jakarta. UCLG is a worldwide association of local governments and the officially recognised voice of local governments by the United Nations. UCLG ASPAC has linkages to more than 10,000 local governments and represents more than 3.76 billion people across the Asia-Pacific region.

UCLG ASPAC serves as a key knowledge management hub on local government issues in Asia and the Pacific. It promotes democratic local governance, strengthens cooperation among cities and local governments and their associations, and facilitates programmes, networks, and partnerships to support capacity development. Furthermore, UCLG ASPAC represents local governments within the international community and the United Nations system, while promoting inclusive, equitable, and sustainable community development.

To support its operational activities, UCLG ASPAC Secretariat and its programmes/projects require several selected travel agents (3–4) vendors, as required by UCLG ASPAC management and donors, to facilitate official travel arrangements for staff and delegates.

The Terms of Reference (TOR) is prepared to procure additional qualified travel agent vendors to support the operational and mission travel needs of UCLG ASPAC.

## 2. Objective

The objective of this procurement is to select qualified travel agent vendor(s) to provide reliable, efficient, and cost-effective travel management services for UCLG ASPAC Secretariat, its programme/project team and delegates.

## 3. Scope of Services

The selected vendor(s) shall support and facilitate UCLG ASPAC in the following services:

No	Services Required	Maximum Credit Facilities	Service Fee Max
1	Facilitation of international and domestic flight tickets	IDR 500.000.000,-	Based on Quotation
2	Facilitation of international and domestic train tickets	IDR 500.000.000,-	Based on Quotation
3	Facilitation of international and domestic hotel bookings/vouchers	IDR 500.000.000,-	Based on Quotation
4	Facilitation of international and domestic bus tickets/vouchers	IDR 500.000.000,-	Based on Quotation
5	Facilitation of international and domestic car rental services	IDR 500.000.000,-	Based on Quotation

## 4. Deliverables

The selected vendor(s) are expected to:

1. Provide timely and competitive quotations for travel-related requests.
2. Ensure accurate and efficient booking arrangements for transportation and accommodation.
3. Provide alternative travel options when requested.
4. Assist with ticket rescheduling, cancellation, and refund processes.
5. Assign dedicated PIC(s) to handle UCLG ASPAC travel arrangements.
6. Provide 24/7 support for urgent or emergency travel situations.
7. Submit invoices and supporting documents promptly in accordance with UCLG ASPAC administrative procedures.

## 5. Vendor Qualifications

Interested vendors should meet the following minimum qualifications:

1. Legally registered travel agency/company in Indonesia.
2. Minimum of 3 years of experience in providing corporate or institutional travel services.
3. Experience working with international organisations, NGOs, government institutions, or donor-funded projects is preferable.
4. Ability to provide international and domestic travel arrangements.

5. Ability to provide prompt responses and 24-hour customer support.
6. Competitive pricing and transparent service fees.
7. Strong financial and operational capacity.
8. Payment terms shall be within a maximum of 14 (fourteen) working days upon receipt and acceptance of the invoice by UCLG ASPAC.

## 6. Evaluation Criteria

Vendor proposal will be evaluated based on the following evaluation criteria:

Criteria	Percentage
Company experience and profile	10%
Service quality and responsiveness	20%
Availability of 24-hour support	25%
Client references and past performance	20%
Percentage of handling fee	25%

## 7. Contract Period

The contract period is for 2 (two) years, subject to performance evaluation and the Organisation's needs.

## 8. Submission Requirements

Interested vendors are requested to submit the following documents:

1. Company profile.
2. Legal registration documents.
3. List of clients and relevant experience.
4. Proposed service fees and pricing structure.
5. Contact details of assigned PIC(s).
6. Any additional value-added services offered.

## 9. Submission Deadline

All proposals must be submitted no later than **30 June 2026** to:

**UCLG ASPAC Secretariat** - Jakarta, Indonesia

email: [procurement@uclg-aspac.org](mailto:procurement@uclg-aspac.org) copy to: [noviandri.yotighana@uclg-aspac.org](mailto:noviandri.yotighana@uclg-aspac.org)

Subject: TA\_#companyname#

UCLG ASPAC reserves the right to accept or reject any proposal and is not bound to select the lowest-priced proposal. Only shortlisted vendors will be contacted for further evaluation and clarification.

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