



Deutscher Akademischer Austauschdienst
German Academic Exchange Service

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Call for Proposal for Travel Arrangement Services for DAAD Regional Office Jakarta

The Deutscher Akademischer Austauschdienst e.V. (DAAD – German Academic Exchange Service) is the world's largest funding organisation for the international exchange of students and researchers. Since it was founded in 1925, more than 2,9 million scholars in Germany and abroad have received DAAD funding. The DAAD Regional Office Jakarta opened in 1990, documenting the long tradition of Indonesian-German ties in higher education. The DAAD headquarter is in Bonn, Germany.

The DAAD Regional Office Jakarta is seeking to conclude a service contract with a company specialised in corporate travel management in accordance with the general conditions and specifications set out below.

1. The procedure will conclude with the signing of a (2) two-year framework contract and extendable. The contract will be awarded on non-exclusivity terms, meaning that in any time and form the DAAD Regional Office Jakarta may require similar services to other agencies, including signing other framework contracts.
2. The purpose of the contract is to entrust to a provider of travel services the organisation and management of the official trips carried out by the staff of the DAAD Regional Office Jakarta, as well as its invitees, scholarship holders and attendants to events. This also applies to staff and events related to projects under the DAAD Regional Office Jakarta.
3. Services for transportation (upon request of the staff of the DAAD Regional Office Jakarta) are including but not limited to:
 - a. Book and issue tickets for air travel, train, bus, minivan as requested by the assigned staff of the DAAD Regional Office Jakarta at the best possible price (most direct and most cost-effective routes).
 - b. Serves various types of airlines including low-cost airlines, such as Air Asia, Scoot, etc.
 - c. Provide a same day written response per E-Mail to the DAAD Regional Office Jakarta's requests.
 - d. Present at least three travel options/routes to a destination as requested by the DAAD Regional Office Jakarta.
 - e. Provide fare and reservation that valid for at least 48 hours, allowing the DAAD Regional Office Jakarta to confirm before ticket issuance. The booking confirmation should clearly state the reservation deadline.
 - f. Deliver tickets electronically, as soon as possible after confirmation by the staff of the DAAD Regional Office Jakarta.
 - g. Manage travellers' profiles and preferences, such as frequent flyer numbers, airplane seat preference, etc.
 - h. Clearly state if there are any visa or health requirements based on traveller's personal data and itinerary.

- i. Clearly state if there are any restrictions or special terms related to the booking of flights with low-cost companies such as no baggage, specify the need to issue boarding passes, other needs and / or limitations.
4. Services for hotel reservation (upon request of the staff of the DAAD Regional Office Jakarta) are including but not limited to:
 - a. Book of hotels (providing detailed information on the services offered, location and quality) by offering the preferential negotiated hotel rates.
 - b. Provide at least three hotel options in the proximity of the activity location.
 - c. Provide invoicing detailed for rooms and services by stating names, dates, unit prices, units and total prices.
 - d. Provide additional services with the hotels such as airport transfers, dinner vouchers, early and late checkouts.
5. Other services such as travel insurances, local transport, etc.
6. Booking service is made in English and/or Indonesia, from Monday through Friday. Emergency booking and reservation amendments' service are made in English and/or Indonesia during and after office hour/public holiday.
7. Assign at least one customer service representative who will act as a single point of contact with a designated contact within the DAAD Regional Office Jakarta. Provide and clearly identify backup procedures and personnel names, in case of absence of the single point of contact.
8. Offer the DAAD Regional Office Jakarta a payment term of at least thirty (30) days after receipt of the properly drawn invoice, allowing payment by bank-to-bank transfers to the official company's bank account.
9. In case of cancellation at a short notice, the service provider shall endeavour to minimize any penalties applicable to the DAAD Regional Office Jakarta. Penalties attributable to the fault of the service provider will not be admitted. A cancellation, change of schedule by the airlines or other important issues concerning the travel must be reported by providing/suggesting alternative travel options.
10. In the event of the premature termination of the present contract, the contracting authority shall be entitled to continue to work with the performance status existing at the point of termination and to commission its completion by another company as required.

To assist us in making an informed decision, we kindly request the following information:

1. Overview of your company services/profiles.
2. Experience and track record in cooperation with other international organisations.
3. Availability of staff and response time for inquiries or urgent matters.
4. Fee structure and billing arrangements.
5. References or testimonials from previous clients, if available.
6. Any additional information or insights that you believe would be beneficial for us to know.

We would be grateful if you could send the official quotation to the email address finance.jakarta@daad.de and addressed to:

DAAD Regional Office Jakarta
Summitmas II Building, 14th Floor.
Jl. Jend. Sudirman, Kav. 61-62
Jakarta Selatan, 12190

The deadline of the quotation submission is 18. April 2025.

Questions may be addressed to Ms. Ellyzar (ellyzar@daad.de). This invitation to submit your proposal is in no way binding on the DAAD Regional Office Jakarta, whose contractual obligation commences only upon signature of the contract with the successful vendor. You will be informed of the outcome of this procurement procedure by e-mail.