



PROCUREMENT NOTICE

Invitation to Submit Proposals

Travel Agency Services for PRF Official Travel Requirements

TERMS OF REFERENCE (TOR)

1. Background

The PEMSEA Resource Facility (PRF) regularly undertakes official travel for meetings, workshops, conferences, trainings, site visits, and project implementation activities within and outside the Philippines. To support the efficient and timely arrangement of official travel, PRF intends to engage qualified travel agencies to provide travel management services for PRF staff, consultants, partners, and invited participants.

2. Objective

The objective of this engagement is to establish a pool of accredited travel agencies that can provide reliable, cost-effective, and responsive travel services for PRF official travel requirements.

3. Scope of Services

The selected travel agency/agencies shall provide the following services, as requested by PRF:

3.1 Air Travel Arrangements

- Booking, rebooking, and issuance of domestic and international airline tickets;
- Identification of the most economical and practical airfare options;
- Coordination of seat reservations and baggage requirements;
- Assistance with cancellations, refunds, rerouting, and travel changes;
- Monitoring and advising on flight schedules and travel advisories.

3.2 Accommodation Arrangements

- Hotel reservations based on PRF-approved rates and requirements;
- Coordination with hotels regarding bookings, amendments, and cancellations.

3.3 Visa and Travel Support

- Assistance in visa application processing and travel documentation requirements, when requested;
- Provision of travel insurance arrangements, if required.

3.4 Emergency and After-Office Support

- Provision of urgent travel assistance beyond regular office hours, including weekends and holidays, when necessary.

3.5 Billing and Documentation

- Submission of official quotations, invoices, receipts, itineraries, and supporting travel documents;
 - Provision of timely billing statements and transaction records;
 - Compliance with PRF administrative and financial requirements.
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4. Minimum Qualifications

Interested travel agencies must meet the following minimum qualifications:

- Legally registered business entity in the Philippines;
 - At least three (3) years of experience in handling corporate or institutional travel services;
 - Accreditation with IATA and/or relevant travel industry associations is preferred;
 - Demonstrated capacity to provide both domestic and international travel services;
 - Availability of dedicated contact personnel for PRF transactions;
 - Capability to provide prompt response to travel requests and emergencies.
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5. Evaluation Criteria

Applications will be evaluated based on:

- Company profile and relevant experience;
 - Client portfolio and references;
 - Responsiveness and service capability;
 - Competitiveness of service fees and rates;
 - Ability to provide timely and reliable travel support.
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6. Duration of Engagement

The engagement shall be for a period of one (1) year, subject to satisfactory performance evaluation and PRF requirements.

7. Submission Requirements

Interested travel agencies shall submit the following:

- Company profile;
- Business registration documents;
- Relevant licenses/accreditations;
- List of corporate/institutional clients;
- Proposed service arrangements and contact details;
- Sample quotation and ticketing process; , i.e.

A. Sample airfare quotation

- showing flight options,
- airline,
- fare breakdown,
- baggage allowance,
- ticket validity,
- cancellation/rebooking conditions,

- and total cost.

B. Sample hotel quotation

- hotel options,
- room rates,
- inclusions,
- cancellation policy.

C. Flow/process description

- step-by-step procedure from receipt of travel request to ticket issuance and billing.

- Proposed service fees, administrative charges, and/or explanation of the agency's pricing or revenue arrangement for ticketing services, if applicable. i.e.

Example:

- **Ticketing service fee**
 - USD 20 or PHP 1,000 per international ticket
- **Rebooking/reissuance fee**
 - service fee for flight changes
- **Refund processing and processing fee**
 - administrative fee for cancelled tickets
- **Visa processing assistance fee**
 - if they assist with visa applications
- **Delivery fee**
 - if physical ticket/document delivery is required
- **After-office hours/emergency support fee**
 - if applicable

8. Submission of Proposals

Interested agencies may submit their proposal electronically to:

travel_procurement@pemsea.org

Subject Line:

Proposal – Travel Agency Services for PRF

Submission Deadline:

15 June 2026

9. Other Conditions

- PRF reserves the right to accept or reject any proposal and is not bound to select the lowest-priced offer.
- Engagement under this TOR does not guarantee exclusive or minimum transaction volume.
- PRF may engage multiple travel agencies to support various travel requirements.

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2. Objective

The objective of this engagement is to establish a pool of accredited travel agencies that can provide reliable, cost-effective, and responsive travel services for PRF official travel requirements.

3. Scope of Services

The selected travel agency/agencies shall provide travel management services, including but not limited to:

Air Travel Arrangements

- Booking, rebooking, and issuance of domestic and international airline tickets;
- Identification of economical and practical airfare options;
- Coordination of seat reservations and baggage requirements;
- Assistance with cancellations, refunds, rerouting, and travel changes;
- Monitoring and advising on flight schedules and travel advisories.

Accommodation Arrangements

- Hotel reservations based on PRF-approved rates and requirements;
- Coordination of booking amendments and cancellations.

Visa and Travel Support

- Assistance with visa processing and travel documentation requirements;
- Arrangement of travel insurance, when required.

Emergency and After-Office Support

- Provision of urgent travel assistance beyond regular office hours, including weekends and holidays, when necessary.

Billing and Documentation

- Submission of quotations, invoices, itineraries, receipts, and supporting travel documents;
 - Provision of billing statements and transaction records;
 - Compliance with PRF administrative and financial requirements.
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Minimum Qualifications

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 - Demonstrated capacity to provide both domestic and international travel services;
 - Availability of dedicated contact personnel for PRF transactions;
 - Capability to provide prompt response to travel requests and emergencies.
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Submission Requirements

Interested travel agencies shall submit the following documents:

- Company profile;
- Business registration documents;
- Relevant licenses/accreditations;
- List of corporate/institutional clients;
- Proposed service arrangements and contact details;
- Sample airfare and hotel quotations, including ticketing and travel coordination process;
- Proposed service fees, administrative charges, and/or explanation of pricing or revenue arrangements for ticketing services, if applicable.

Sample Quotation Requirements

Sample Airfare Quotation

The sample airfare quotation should include:

- Flight options;
- Airline details;
- Fare breakdown;
- Baggage allowance;
- Ticket validity;
- Cancellation/rebooking conditions;
- Total cost.

Sample Hotel Quotation

The sample hotel quotation should include:

- Hotel options;
- Room rates;
- Inclusions;
- Cancellation policy.

Ticketing and Billing Process

Provide a brief step-by-step description of the agency's process from receipt of travel request up to ticket issuance and billing.

Service Fee Information

If applicable, agencies may indicate:

- Ticketing service fees;
 - Rebooking/reissuance fees;
 - Refund processing fees;
 - Visa processing assistance fees;
 - Delivery fees; if applicable
 - After-office hours/emergency support fees, if applicable
 - Or explanation of commission/revenue arrangements for ticketing services.
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Duration of Engagement

The engagement shall be for a period of one (1) year, subject to satisfactory performance evaluation and PRF requirements.

Submission of Proposals

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