

6 March 2026

AM 13214 - Request for Quotations

Travel booking and insurance services for the Aus4Skills Program

Dear prospective service provider,

Tetra Tech International Development Pty Ltd (Tetra Tech International Development) as purchaser is seeking the supply of **Travel booking and Insurance Services** for the Aus4Skills Program. We invite interested service providers to submit quotations as per the specifications detailed in Section 5 of this Request for Quotations (RFQ).

Quotations and supporting documentation must be submitted by email by **16 March 2026, 17:00 (Hanoi time)** with the subject line “**your company name – Travel booking and insurance services**” to the following contact officer:

Name: Andrea Wilson
Title: Contracts and Services Advisor
Email: procurement@aus4skills.org

It is your responsibility to ensure that your quotation reaches the email address above on or before the deadline. Quotations that are received by Aus4Skills after the deadline indicated above will not be considered for evaluation.

Quotations will be deemed valid for 30 days from the date of submission. At any time during this period, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factor will be considered by Aus4Skills.

Thank you and we look forward to receiving your quotation.

Aus4Skills Procurement Team

ANNEX 1: SCOPE OF SERVICES

1 BACKGROUND

Aus4Skills Phase 3 is a AUD 90 million investment of the Australian Government over ten years, (1 August 2025 to 30 July 2035) to progress the goal of enabling Vietnam to realise its human resource development priorities in agreed sectors while promoting a stable, secure and prosperous Vietnam. Building on previous phases of the program, Aus4Skills Phase 3 will continue to support Government of Vietnam partner ministries to support policy priorities, while maintaining flexibility to respond to emerging needs and opportunities.

Australia and Vietnam are long-standing partners in the human resource development sector through a decade of bilateral support and enduring institutional linkages. To-date, Aus4Skills has supported delivery of Australia Awards Scholarships (AAS) and alumni engagement, vocational education and training (VET) sector strengthening, and public sector leadership strengthening through the Vietnam Australia Centre (VAC).

Aus4Skills Phase 3 will contribute to building Australia's reputation as a trusted and visible partner in supporting a stable, secure and prosperous Vietnam through a focus on three key components that align with Vietnam's National Socio-Economic Development Strategy for 2021-2030 (with a vision to 2045) priorities and the Australia-Vietnam Development Partnership Plan 2024-2028:

- i. Higher Education including support for AAS, alumni engagement and targeted activities overseen by the Ministry of Education and Training.
- ii. The Vietnam Australia Centre (VAC) delivered in partnership with the Ho Chi Minh National Academy of Politics, in collaboration with the Australian Embassy (Hanoi), the Office of the Government and the Ministry of Foreign Affairs, and
- iii. Vocational Education and Training (VET) overseen by the Directorate of Continuing Vocational Education and Training, Ministry of Education and Training.

Aus4Skills activities under the components above regularly involve travel of Vietnamese citizens to Australia to participate in short courses and training offered by Australian universities.

Aus4Skills is seeking to engage an experienced travel agent to provide air-ticket booking and travel insurance services for our program and make the following arrangements on behalf of participants in Aus4Skills activities:

- (i) booking flights (Vietnam Airlines generally preferred)
- (ii) arranging travel and medical insurance during the period of travel to Australia.

2 DELIVERABLES

The service provider will be expected to provide the following services:

(i) Booking flights

- Provide all information related to domestic and international economy class flights for decision making as requested by Aus4Skills in a precise, adequate and timely manner.
- Book flights and issue tickets for Aus4Skills staff, visiting consultants and participants as required (Vietnam Airlines preferred).
- Arrange for travel and medical insurance on behalf of participants based on travel dates provided by Aus4Skills.
- Share itinerary and booking conditions, including baggage allowance restrictions, with

Aus4Skills staff and participants (consultants, students, and high-level government officials etc.,) in timely manner. Ensure the confidentiality of participants' personal information.

- Provide assistance for participants with disability in arranging any required support services prior and/or during flights.
- Respond to participants' inquiries regarding their itinerary, provide high-quality service, and promptly address emergencies or last-minute changes, including support outside normal office hours when required. Make any required changes to participant itineraries as instructed by Aus4Skills.

(ii) Travel and medical insurance

- Purchase travel and health insurance for Aus4Skills staff and participants travelling to Vietnam and/or Australia for academic or business purposes.
- Assist participants with insurance claims in the event of lost luggage or medical incident.

3 KEY COMPETENCIES AND EXPERIENCE

Potential service providers must demonstrate the following:

- Previous experience in providing similar travel booking, insurance to international organisations in Vietnam.
- Fluency in Vietnamese and English.
- Demonstrate flexibility and ability to work under tight deadlines.

4 EVALUATION CRITERIA

The following criteria will be used to evaluate proposals:

- Demonstrated experience in providing similar travel, health insurance to international organisations in Vietnam.
- Proposed fees (see Annex I), noting that Aus4Skills is not bound to select the service provider which proposes the lowest price and reserves the right to negotiate costs.

5 SUBMISSION

All submissions must include the following:

- Profile of your company with reference to:
 - previous and current clients serviced by the Company
 - airline awards programs and discounts to be offered
 - partnerships with local insurance companies
 - travel management capability, flexibility and ability to work under tight deadlines
- Quotation - service delivery costs only (see Annex 2) which can be downloaded here: <https://coffeyids.egnyte.com/dl/My3GH9hYHcCq> (Password: w8wYJhF98CW2)

6 CONTRACT

The term of the contract with the selected individual will be for 12 months from April 2026 – March 2027 and may be extended as agreed between the Parties in writing, subject to the service provider's performance and value for money considerations.

ANNEX 2**QUOTATION FOR TRAVEL BOOKING AND INSURANCE SERVICES**

Services Provider's Name:

Services Provider's Address

Services Provider's Focal Point Person:

Services Provider's Phone No.

E-mail address:

Services Provider's Tax Code No.

Quotation Validity Date:

30 days

No.	Description	Unit	Quantity	Unit Price (VND)	VAT (VND)	Total Price (VND)
1	Airticket booking fee for domestic flights by Vietnam Airlines (Economy class, One way ticket)	Ticket	1			
2	Airticket booking fee for domestic flights by Vietnam Airlines (Economy class, Return ticket)	Ticket	1			
3	Airticket booking fee for domestic flights by other Airlines - Bamboo Airlines, Phu Quoc Airlines etc,. (Economy class, One way ticket)	Ticket	1			
4	Airticket booking fee for domestic flights by other Airlines - Bamboo Airlines, Phu Quoc Airlines etc,. (Economy class, Return way ticket)	Ticket	1			
5	Airticket booking fee for international flights to Southeast Asia by Vietnam Airlines or other suitable Airlines (Economy class, One way ticket)	Ticket	1			
6	Airticket booking fee for international flights to Southeast Asia by Vietnam Airlines or other suitable Airlines (Economy class, Return ticket)	Ticket	1			
7	Airticket booking fee for international flights to Australia by Vietnam Airlines or other suitable Airlines (Economy class, One way ticket)	Ticket	1			
8	Airticket booking fee for international flights to Australia by Vietnam Airlines or other suitable Airlines (Economy class, Return ticket)	Ticket	1			
9	Airticket booking fee for international flights to Europe region by Vietnam Airlines or other suitable Airlines (Economy class, One way ticket)	Ticket	1			
10	Airticket booking fee for international flights to Europe region by Vietnam Airlines or other suitable Airlines (Economy class, One way ticket)	Ticket	1			
11	Services fee to purchase travel and health insurance for Vietnamese participants traveling to Australia	Person	1			
12	Services fee to purchase travel and health insurance for International participants traveling to Vietnam	Person	1			
13	Services fee to purchase travel insurance for Vietnamese participants traveling to Australia	Person	1			
14	Services fee to purchase health insurance for Vietnamese participants traveling to Australia	Person	1			
15	Services fee to purchase travel insurance for International participants traveling to Vietnam	Person	1			
16	Services fee to purchase health insurance for International participants traveling to Vietnam	Person	1			

Signature and Stamp

Date: