



REQUEST FOR EMPANELMENT OF TRAVEL AGENTS

Issuing Date:

17th July 2025

Closing Date / Time:

31st July 2025, 12:00 PM

ISSUER:

Centralised Procurement Unit
Asia School of Business,
11, Jalan Dato' Onn, 50480 Kuala Lumpur.

TABLE OF CONTENTS

1.0	INTRODUCTION & BACKGROUND.....	3
1.1	Executive Summary.....	3
1.2	Objectives of Request for Empanelment	3
1.3	Administrative Information	4
1.4	Eligibility of Travel Agents Provider	4
2.0	GENERAL REQUIREMENTS	5
2.1	Scope of Service.....	5
3.0	INFORMATION REQUIRED & SUBMISSION	6
3.1	Submission Requirements.....	6
3.2	Notice of the Submission	7
3.3	Submission of Documents	7
3.4	Confidentiality	7
4.0	OTHER TERMS & CONDITIONS	8
5.0	CONTACT INFORMATION.....	8

1.0 INTRODUCTION & BACKGROUND

1.1 Executive Summary

Asia School of Business (ASB) or registered as ASB Management Sdn. Bhd. (1075414-U) is operating as a graduate business school established by Bank Negara Malaysia (BNM) in 2015, in collaboration with the MIT Sloan School of Business, and is based in Kuala Lumpur. ASB is a company incorporated in Malaysia, and it is a wholly owned subsidiary of Bank Negara Malaysia. ASB offers both degreed and non-degreed programs to serve regional and global needs for business talent and leaders in the emerging world.

ASB's official new campus began in 2021. ASB's campus is approximately 22 acres along Jalan Dato' Onn in Kuala Lumpur, adjacent to KTM Bank Negara. The buildings in the new campus consist of 2 main components: Academic Block and Residential Block. ASB's campus is owned by BNM where ASB is the tenant under a Lease Agreement and has been granted the right to grant licenses to any other parties in connection with the provision of food and beverage facilities.

More information on the Asia School of Business can be found at www.asb.edu.my.

1.2 Objectives of Request for Empanelment

ASB invites travel agents and providers to submit proposals for consideration in an empanelment process. Empanelled vendors will be pre-approved to provide travel agents as needed, facilitating a streamlined procurement process with reduced documentation.

This RFE specifically targets travel agents with capabilities to support various types of travelling at ASB.

Empanelment means the successful providers will be part of a pre-qualified panel, from which ASB may engage services on a project-by-project basis.

Vendors may propose for all or selected services. Price quotations must be submitted in a separate document.

Key expectations for selection:

1. Delivery of services meeting ASB's standards
2. Professional conduct in all engagements with ASB
3. Compliance with statutory requirements and regulations

1.3 Administrative Information

Successful travel agents will be empanelled for **four (4) years**. Engagements will be made on a project or event basis, depending on ASB's specific needs.

ASB's annual travel requirements typically correspond to the following categories:

1. **High-Level Corporate Functions** – Including Board of Governors (BOG) and Board of Directors (BOD) meetings, CEO Leadership Summits, and other official business engagements.
2. **Convocation Ceremonies** – Travel and accommodation arrangements for VIPs, guest speakers, and invited attendees.
3. **Staff Events & Festive Celebrations** – Such as Hari Raya, Chinese New Year, Deepavali, Christmas gatherings, and the ASB Annual Dinner.
4. **Academic Programs & Class-Related Travel** – Covering MBA, MCB, EMBA, ACE, and Executive Education programs.
5. **Official Visits & Delegations** – Including travel logistics for embassies, government officials, partner universities, and international delegates.

Travel support services may include:

1. Booking and coordination for individual and group travel (up to 500 pax)
2. Transportation and airport transfers
3. Hotel and accommodation arrangements
4. Visa support and travel insurance
5. Emergency travel assistance and 24/7 customer service

1.4 Eligibility of Travel Agents Provider

The eligibility criteria include:

1. The company must be registered and incorporated in Malaysia; and
2. The company should have experience in managing travel and logistics for corporate, academic, or large-scale events.

Launch of Request for Empanelment	17 th July 2025
Submission Deadline	31 st July 2025
Notification to Empanelled Travel Agents Service Providers & Letter of Intent	14 th August 2025

**The exact date of notification might vary, subject to prevailing conditions and the sole discretion of ASB.*

2.0 GENERAL REQUIREMENTS

2.1 Scope of Service

Types of Services Offered by the Travel Agent:

1. **Full-Service Travel Management:** Handles all aspects of corporate or academic travel, including ticketing, hotel bookings, airport transfers, visa processing, and travel insurance.
2. **Flight-Only Bookings:** Provides flight ticketing services for both domestic and international destinations.
3. **Accommodation-Only Bookings:** Arranges hotel or lodging accommodations as per event or traveler needs.
4. **Group Travel Arrangements:** Organizes logistics for group travel, including conferences, convocation events, site visits, and educational programs.
5. **VIP Travel Coordination:** Special handling for high-level guests, including business class reservations, premium transfers, and concierge services.
6. **Emergency & After-Hours Support:** Provides 24/7 customer support and contingency handling for urgent changes, delays, or emergencies.

3.0 INFORMATION REQUIRED & SUBMISSION

3.1 Submission Requirements

Vendors must submit a complete proposal that includes the following:

1. Assignment of a dedicated account manager for ASB, including name and role.
2. In PDF format, font Arial, font size 12.
3. Please complete the following table in your submission. Ensure all responses are concise and relevant.

Criteria	Information Required	Vendor Response
Capacity & Capabilities	Indicate minimum and maximum group size capacity (e.g. 10 to 500 pax), including experience handling large-scale travel arrangements.	
Travel Logistics & Support Services	Detail scope of logistics covered: booking confirmations, itinerary updates, transport coordination, visa support, and end-to-end handling.	
Pre-Trip and Post-Trip Support	Explain pre-trip documentation support and post-trip feedback mechanism. State if dedicated travel coordinator is assigned for major events.	
Professional Standards	Describe internal standards to ensure timely service, safety compliance, ASB travel policy adherence, and professional staff conduct.	
Proposal of Travel Packages and Rates	Submit service packages and pricing for common travel categories (flights, hotels, transfers, visa services, insurance, etc.). Vendors must also provide an itemized breakdown of any commission or service fee chargeable per service category.	
Other Travel terms	Clear terms for cancellations, changes, and no-show policies, including applicable deadlines and penalties.	
Payment terms	Clearly outline proposed payment terms, including deposit requirements, milestones, and final settlement timelines	

3.2 Notice of the Submission

ASB reserves the right to consider only the proposals currently submitted. The proposal should be submitted in two separate documents.

1. Signed Non-Disclosure Agreement (NDA)
2. Proposal for the services

3.3 Submission of Documents

All document submissions and inquiries must be sent divided into two parts, on or before the final submission date:

1. Part 1 – Signed Non-Disclosure Agreement (NDA)
2. Part 2 – Proposals for the services

ASB may, at its sole discretion, extend the deadline for submitting proposals under exceptional circumstances.

3.4 Confidentiality

This RFE is confidential and should be distributed only within your organization.

4.0 OTHER TERMS & CONDITIONS

1. The working language of the Asia School of Business (ASB) is English. All responses to this RFE will be in English.
2. ASB reserves the right, at its sole option and for its convenience, to accept and/or reject any proposal, in whole or in part, for any or no reason.
3. By issuing this RFE, ASB does not guarantee that any proposals or quotes/prices will be accepted.
4. No contractual or other legal obligations arise on the part of ASB to any interested parties by this RFE when a final, written agreement, if any, is subsequently entered into with the person.
5. ASB reserves the right to conduct site visits, negotiate with interested providers, seek clarification regarding their responses, and invite modifications to the quotes submitted.
6. ASB retains the right to withdraw or modify this RFE without notice and obligation.
7. ASB may waive compliance with the requirements of this RFE and consider a response that does not meet all of the provisions of this RFE.
8. The interested provider's response, including fees, shall constitute a binding offer capable of acceptance in whole or part by ASB and, if selected, will remain valid until a final agreement is negotiated and executed.
9. ASB may require interested providers to send representatives to ASB's offices for interviews and presentations.
10. ASB reserves the right to discontinue negotiations with any interested provider.
11. All submissions become the property of the ASB and will not be returned.
12. Neither ASB, its staff, representatives, nor any of its consultants or providers will be liable for any claims or damages resulting from soliciting, collecting, reviewing, or evaluating quotes.

5.0 CONTACT INFORMATION

Any queries and requests for clarification should be made in writing using the contact information provided below.

Centralised Procurement Unit (CPU)

Asia School of Business (ASB)

11, Jalan Dato Onn, 50480 Kuala Lumpur.

Phone: +603 2023 3106

Email: cpu@asb.edu.my