

## **TERMS OF REFERENCE (TOR)**

### **MICE CONFERENCE 2014 Transportation Requirements**

#### **I. Background Information:**

M.I.C.E. stands for *Meetings, Incentive Travel, Conventions, and Exhibitions / Events*. M.I.C.E. represents specialized sectors of the Tourism Industry which require higher standards of tourism services and facilities. The Philippine M.I.C.E. Conference (MICECON) consolidates and strengthens all sectors involved in the M.I.C.E. industry as it provides the ideal platform for a comprehensive educational and trade program for Philippine M.I.C.E. and tourism practitioners.

With the support of the Clark Development Corp., the Tourism Promotions Board (TPB) is gearing up various sectors of the tourism industry at the Clark Freeport, Pampanga for the influx of hundreds of local and foreign participants in the forthcoming Philippine Meetings, Incentives, Conventions and Exhibitions/Events (M.I.C.E.) Conference 2014.

Slated at the Fontana Convention Center in Clark on June 4 to 7, the M.I.C.E.CON 2014 will have experts sharing their trade secrets and providing strategies in marketing, business and technology, association management, communication, organizational development, and other opportunities, including those from the integration of the member-countries of the Association of Southeast Asian Nations and its impact on the regional economy.

Expected to participate in M.I.C.E.CON 2014 are industry practitioners, airlines, hotels, resorts, convention centers, destination management companies, incentive and event planners, professional congress/exhibit organizers, MICE venues, local government units, and the media.

M.I.C.E.CON 2014 will also bring in around 40 select MICE buyers from Australia, China, Korea, Taiwan, Singapore, the United Kingdom, Germany, Poland and Russia and another 10 local corporate buyers primarily for the one-day Buyer/Seller Business Exchange, or M.I.C.E. Mart.

With the theme "M.I.C.E. in 4D (Driving Passions, Developing Minds, Defying Limits, Designing the Future)," M.I.C.E.CON 2014 is aimed at bringing the country's MICE industry to another dimension of development.

Hence, the TPB is seeking an experienced and reliable tour operator that will provide tour and transport services required for MICECON 2014.

#### **II. Scope of Service (Minimum Bid Requirements)**

1. Provision of the appropriate transportation for the use of the following participants (as enumerated on the chart below):
  - A. Buyers and Speakers Transportation
    - Arrival transfers for buyers and speakers (2 – 3 June)
    - Hotel – hosted dinner venue – hotel transfers for buyers (2 June)
    - Transportation with tour guides for Manila site inspection and tour with dinner (3 June)
    - Arrival transfers for post-tour participants (10 – 11 June)
    - Departure transfers for buyers and speakers (11 – 13 June)

B. Delegates Transportation:

- Transfers from Manila to Clark (4 June)
- Transfers from Clark to Manila (7 June)

C. Secretariat Transportation:

- Transfers from Manila to Clark (3 June)
- Transfers from Clark to Manila (8 June)

DATE	REQUIREMENT	QUANTITY	PURPOSE	RENTAL TIME
2 JUNE	<b>Deluxe Coaster (20-25seater)</b>	<b>3</b>	Facilitate airport to hotel transfers for arriving buyers  and  Transfers from hotel to dinner reception and back to hotel for buyers	Whole Day 8:00AM – 10:00PM
	<b>Tourist Bus (45-Seater)</b>	<b>1</b>	Manila to Clark transfers for MICECON Staff	8:00AM – 12:00NN
3 JUNE	<b>Deluxe Van (10-seater)</b>	<b>1</b>	Airport to hotel transfers for arriving speakers	Half Day (6:00PM Onwards)
	<b>Deluxe Coaster (20-25seater)</b>	<b>3</b>	Site inspection of MICE facilities in Manila with city tour (Buyers programme)	8:00AM – 10:00PM
4 JUNE	<b>Tourist Bus (45-seater)</b>	<b>5</b>	Manila to Clark transfers for MICECON delegates	9:30AM Departure from Manila
7 JUNE	<b>Tourist Bus (45-seater)</b>	<b>5</b>	Clark to Manila transfers for MICECON delegates (2 batches)	Batch 1: 10:00AM Departure from Clark (3 buses)
				Batch 2: 6:30PM Departure from Clark (2 buses)
8 JUNE	<b>Tourist Bus (45-seater)</b>	<b>1</b>	Clark to Manila transfers for MICECON Staff	12:00NN Departure from Clark
	<b>Deluxe Coaster (20-25 Seater)</b>	<b>3</b>	Facilitate transfers from Clark to Manila airports (NAIA T1 –T3, El Nido hangar) for Buyers and speakers post-tour	8:00AM Departure from Clark for Cebu and Davao participants (2 coasters)  6:45AM Departure from Clark for El Nido participants (1

				coaster)
10 JUNE	<b>Deluxe Coaster (20-25 Seater)</b>	<b>1</b>	Arrival transfers for post-tour (El Nido) participants to hotels	6:00PM Arrival in Manila
11 JUNE	<b>Deluxe Vans (10-Seater)</b>	<b>3</b>	Facilitate arrival transfers for post-tour (Cebu and Davao) participants to hotels or airports  and  Hotel to airport transfers for Buyers that participated in El Nido post-tour	Wholeday

**Specifications:**

- Bus and Coaster
  - a) 40 – 45 seater for buses and 20 – 25 seater for coasters
  - b) New and in good running condition
  - c) Air-conditioned with exhaust
  - d) Audio-visual system: DVD/ CD, TV Monitor manually operated in the front, Microphone and Speaker
  - e) Passenger seat: High back adjustable seats (siding, movable armrest), seatbelts and magazine/brochure pockets (located at the backseat), cup/bottle holder
  - f) Passenger door: One passenger door operated by the driver in the front on the right side.
  - g) Side window: Fixed side window (sliding last side window and driver window)
  - h) Rear view mirror: Manually operated outer rearview mirror
  - i) Large capacity luggage compartment, Dual-sided interior luggage rack overhead
  - j) Emergency features (e.g. fire extinguishers). The emergency features and its operation must be known and understood by the driver/tour operator.
  - k) Other features: Digital clock, Anti-sliding floor, Speed recorder
- Vans
  - a) 7 – 10 seater vans
  - b) New and in good running condition
  - c) Air-conditioned with exhaust
  - d) Passenger seat: High back adjustable seats, seatbelts and cup/bottle holder

**Amenities:**

- a) Proper signage for all tourist vehicles
  - b) Comprehensive Passenger and Vehicle Insurance
  - c) Gasoline, toll and parking fees
  - d) Has access passes to NAIA Terminals 1 – 4 Arrival area
2. Provision of uniformed drivers and bus/coaster/van coordinators.
  3. Provision of tour guides/coordinators for the following:

- a) Manila site inspection and city tour: 3 tour guides (one per coaster)
- b) Manila – Bulacan – Clark: 3 tour guides/coordinators (one per bus)

4. Other duties and responsibilities:

- Coordination with concerned MICECON Committees for the pick-up, drop-off arrangements based on the itinerary and the necessary car pass/stickers, and other concerns
- Coordination with the Buyers Committee to discuss the script of the tour guides and related aspects.
- Implementation of house rules for tour guides, drivers and bus coordinators such as, but not limited to:
  - Ensure strict compliance to official itineraries.
  - Proper demeanor and ethical behavior at all times.
  - Observe proper good grooming and uniform attire at all times.
  - Conduct headcount/ensure that all participants are properly accounted.
- Provision of advance party and/or efficient communication/coordination to destination areas to ensure smooth implementation of activities for each day

### III. Tour Guide/Bus Coordinators and Driver Requirements:

- Tour Guides :
  - A. The tour guide must be duly licensed and/or accredited by DOT and preferably from known/reputable organization which provides tour guide.
  - B. He or she must have at least five (5) years experience as a tour guide.
  - C. He or she must have handled at least one foreign tour groups, or foreign diplomatic/ dignitaries group.
  - D. He or she must have handled incentive travel group composed of different nationalities
  - E. He or she must not have been convicted nor found guilty of a crime or administrative offense.
  - F. He or she must be fluent and conversant in English.
  - G. He or she should have a strong sense of Philippine history, culture and tradition, art as well as about current events.
  - H. He or she must have an engaging personality such as being able to provide wholesome fun, humor and entertainment in his/her commentaries.
  - I. He or she must be able to project confidence and composure even with difficult or demanding guests.
- Drivers:
  - J. As regards the driver/s, they must have the necessary permits/clearance such as professional driver's license, NBI clearance and must be at least high school graduate and

conversant in English. The tour operator shall attest/certify that the driver has no record of major recklessness, imprudence or accident.

#### **IV. Technical Eligibility Documents**

- A. Company Profile
- B. PhilGEPS Accreditation
- C. Registration certificate from Securities and Exchange Commission (SEC) or Department of Trade and Industry (DTI) Business name
- D. Valid and current Mayor's permit / municipal license
- E. List of international groups handled

#### **V. Eligibility and Documentary Requirements:**

- a. Must be a Department of Tourism (DOT) accredited Tour Operator
- b. Must be a member of DOT recognized organizations specializing in inbound tour operations
- c. Must have a professional track record in organizing and handling international groups in the last ten years
- d. Must have at least participated in two TPB organized incentive tour programs and from 2009 to 2013
- e. Must have at least five (5) regular staff / employees duly registered and complied with SSS and Department of Labor
- f. Must have a duly registered and operational company website
- g. Must have the capacity to provide first class tourists buses and professional tour guides

#### **VI. Approved Budget for the Contract (ABC):**

P380,000.00 inclusive of all applicable taxes.

***Amount to be paid will be based on actual usage.  
Bids exceeding the budget shall be disqualified.***