

## TERMS OF REFERENCE

### Requirements for Services of Tour Operator

Project: TPB/DOT Korea Manila and Palawan Familiarization Tour for HanaTour Agents  
Date: 17-21 May 2017  
Venue: Palawan and Manila

#### I. Background

Tourism Promotions Board through PDOT-Korea is coordinating with HanaTour in the implementation of a familiarization tour for top 20 best sales offices to promote Manila and Palawan on 17 - 21 May 2017.

HanaTour with 3.5 million members is Korea's largest tour wholesaler which has 1,200 exclusive sales offices and 8,000 partners selling 14,000 tourism products nationwide.

HanaTour also has a strong platform with millions of visitors through online, mobile, and social media channels.

- Website : [www.hanatour.com](http://www.hanatour.com)
- Facebook : [www.facebook.com/HanaTour.fb](http://www.facebook.com/HanaTour.fb)
- Twitter : [www.twitter.com/hanatour](http://www.twitter.com/hanatour)
- Blog : [www.blog.hanatour.com](http://www.blog.hanatour.com)
- Naver cafe : [www.cafe.naver.com/hanatouring](http://www.cafe.naver.com/hanatouring)
- Kakao Talk : [www.story.kakao.com/ch/hanatour](http://www.story.kakao.com/ch/hanatour)
- YouTube : [www.youtube.com/user/Stick2r](http://www.youtube.com/user/Stick2r)

For this familiarization tour, they have invited twenty-one (21) travel agents. They will be accompanied by one (1) PDOT Korea Officer and one (1) TPB Project Officer.

TPB has been requested with the following:

- Domestic Roundtrip Air Tickets
  - Accommodations
  - Meals
  - Tours
  - Transportation services
- Lei receptions - NAIA Terminal 2 and Puerto Princesa International Airport upon arrival.

#### II. Details of the Event

Date	:	17-21 May 2017
Venue	:	Palawan and Manila
Expected Number of Foreign Participants	:	21 pax (Korean Travel Agents)
Total no. of participants	:	<b>23 pax (including 1 PDOT Korea Officer and 1 TPB Officer)</b>

The Tourism Promotions Board (TPB) of the Department of Tourism (DOT) is inviting qualified Philippine tour operators to provide and manage the transportation requirements of the abovementioned event based on the following guidelines:

**Scope of Services (No Subcontracting of Ground Handler)**

1. ACCOMMODATION

a. Aziza Paradise Hotel

- Can provide 23 single deluxe room accommodations with breakfast on 17-18 May 2017 (overnight stay) for the participants, PDOT Korea Officer and TPB Project Officer.

b. Best Western Plus The Ivywall Hotel

- Can provide 23 single deluxe room accommodations with breakfast on 18-19 May 2017 (overnight stay) for the participants, PDOT Korea Officer and TPB Project Officer.

c. Sheridan Beach Resort and Spa

- Can provide 23 single deluxe room accommodations with breakfast on 19-20 May 2017 (overnight stay) for the participants, PDOT Korea Officer and TPB Project Officer.

2. TOURS AND OTHER ACTIVITIES WITH DOT ACCREDITED GUIDE

a. 17 May 2017

- Can arrange Baywalk Firefly Watching Tour

b. 18 May 2017

- Can arrange Honda Bay Island Hopping Tour (including Cowrie Island, Pambato Reef, Pandan Island, etc.)
- Can arrange Pandan Island Buffet Lunch with Seafood BBQ
- Can arrange Resort/Hotel Inspections at Dos Palmas Resort, Asturias Hotel, Hue Hotel, Hotel Centro and Princesa Garden Resort and Spa.

c. 19 May 2017

- Can arrange Subterranean River National Park Tour
- Can arrange Hotel Inspection at Astoria Palawan and Waterpark.

d. 20 May 2017

- Can arrange massage/spa experience in Goong Spa.
- Can arrange Hotel Inspections at Diamond Hotel, Manila Hotel and City of Dreams.

3. TRANSPORTATION (see attached itinerary)

Air

- Can arrange flight booking from Manila to Puerto Princesa on 17 May 2017 via flight 5J 639 ETD: 16:00 for 25 pax.
- Can arrange flight booking from Puerto Princesa to Manila on 20 May 2017 via flight 5J 636 ETD: 12:05 for 25 pax.

### Land

- Can provide a bus/mini bus in Manila on 17 and 20 May 2017 that can accommodate 25 pax.
- Can provide a bus/mini bus in Palawan on 17 to 20 May 2017 that can accommodate 25 pax.

#### 4. MEALS and BEVERAGES

- Can arrange lunch and dinner receptions during the tour.

Date	Lunch	Dinner
17 May 2017	Biwon Korean Restaurant	Badjao Seafront Restaurant
18 May 2017	Pandan Island Buffet Lunch	Kim C Korean Restaurant
19 May 2017	South Sea Restaurant at Sheridan Beach Resort & Spa	South Sea Restaurant at Sheridan Beach Resort & Spa
20 May 2017	Daraewon Korean Restaurant (TBC)	Song Chu Shabu Shabu Restaurant (TBC)

5. Provision of a tour guide who is knowledgeable not only about Puerto Princesa/Palawan but also with the history of the Philippines in terms of culture, lifestyle and culinary and available on 17-21 May 2017.
6. Provision of a tour coordinator to provide miscellaneous budget for snacks and other tour-related expenses.

#### **Other requirements**

- Provision of clean, comfortable and tourist friendly transport service for the participants of the inclusive of the following:
  - Uniformed, presentable and trained drivers
  - Gasoline, toll and parking fees
  - Dispatcher / coordinator per vehicle
- Provision of first aid kit and hygiene kit onboard
- Provision of proper, approved, clean signage for the vehicles
- Provision of snacks on board
- Coordination with TPB in all other matters required for the smooth implementation of the tour.
- Designation of a point person who will coordinate with TPB

### **III. Eligibility Requirements**

1. Must be a Department of Tourism (DOT) accredited Tour Operator or Transport Operator Company.
2. Must be duly registered with the Philippine Government Electronic Procurement System (PhilGeps).
3. Must possess the necessary expertise in the conveyance of passengers, particularly tourists, both local and foreign.
4. Must be a member of DOT recognized organizations.
5. Must have a professional track record in handling international groups in the last five years.
6. Must have handled at least three (3) government projects / events.

7. Must have at least five (5) regular staff / employees duly registered with SSS and/or Department of Labor.
8. Must have the capacity to provide first class tourists buses and vehicles.

**IV. Technical Eligibility Documents**

1. Company Profile
2. PhilGeps Accreditation
3. Registration certificate from Securities and Exchange Commission (SEC) or Department of Trade and Industry (DTI) Business name
4. Valid and current Mayor's permit/municipal license
5. List of international groups/events or foreign clients handled and list of handled TPB projects participated in the last five (5) years

**V. Budget for the Contract**

The allotted budget is **Php 900,000.00** (inclusive of all applicable taxes).

**VI. PAYMENT PROCEDURE**

Send bill to the TOURISM PROMOTIONS BOARD after the completion of services.

**RAMON S. DE VEYRA, JR.**

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**VII. EVALUATION PROCEDURE**

The winning bid shall be selected based on the amount of bid and shall also consider the goods and services based on bidding documents, provided that the amount of bid does not exceed the above total budget.