

TERMS OF REFERENCE
Ground Handling Services

- I. PROJECT TITLE: TPB/DOT Tokyo Cebu Pacific Philippine Fun Instagram Ambassadors Familiarization Trip**
Group 1: Manila and Davao (22-26 March 2019)
Group 2: Cebu and Bohol (21-25 June 2019)

II. BACKGROUND:

PDOT Tokyo is organizing a collaboration project with Cebu Pacific Airlines entitled “The Philippine Fun Instagram Ambassadors”. This project aims to create awareness of Philippine destinations through Instagram, one of the most influential social networking sites in Japan.

16 Japan-based Instagrammers will be chosen to become the Philippine Fun Instagram Ambassadors to post their travel experiences in the following Philippine destinations divided into 2 batches: Batch 1: Boracay and Puerto Princesa via Manila; Batch 2: Bohol and Davao via Cebu on 08-12 March 2019 and 10-14 April 2019, respectively.

III. OBJECTIVES:

To develop visual content in social media that will:

1. Sustain the Joshi tabi or ladies travel campaign for the Japan market;
2. Create awareness about and promote new destinations to expand Philippine product offerings in the market place.

IV. SCOPE OF WORK/DELIVERABLES:

TPB requires the services of a tour operator that would be able to provide the following:

GROUP 1: MANILA AND DAVAO (6 PAX) | 22-26 MARCH 2019

- a. **Means of transportation throughout the duration of the tour (all vehicles used should be in good condition) – kindly refer to itinerary**
 - **1 Coaster in Manila and Davao**
 - **Special boat transfers to and from Pearl Farm**
- b. **Daily onboard snacks, bottled water and cold towels for the duration of the tour**
- c. **Tours and activities – all activities and tours as stated in the itinerary (kindly refer to itinerary for detailed breakdown) *all private tours**
- d. **Japanese Speaking Tour Guide**
 - One (1) DOT accredited Japanese speaking tour guide in Manila and Davao who can speak fluently in Japanese and English, knowledgeable not only about the destination but also with the history of the Philippines in terms of culture, lifestyle and cuisine
 - Neatly dressed and coordinates with TPB representative on the schedule of activities

- Does NOT sell products nor ask tips from the guests
- e. **Incentivized tour kit/travel necessities** – tissue, wipes, sanitizer/alcohol, mints, mosquito repellent, disposable hooded emergency raincoat, etc.
- f. **First aid kit onboard the tour vehicle with basic medicines** (antacid for upset stomach, headache, antihistamine for allergies, diarrhea, motion sickness, fever, pain reliever, etc.)
- g. **Miscellaneous expenses**
 - Inclusion of applicable entrance fees, environmental fees, parking fees, porter fees, and other onsite related expenses
 - Provision for incidental expenses to be incurred during the tour

GROUP 2: CEBU AND BOHOL (6 PAX) | 21-25 JUNE 2019

- a. **Means of transportation throughout the duration of the tour (all vehicles used should be in good condition) – kindly refer to itinerary**
 - **1 Coaster in Cebu and Bohol**
 - **Business class ferry transfer for 6 pax (to include terminal fees, if any)**
 - Cebu-Tagbilaran
 - Tagbilaran-Cebu
- h. **Daily onboard snacks, bottled water and cold towels for the duration of the tour**
- i. **Tours and activities – all activities and tours as stated in the itinerary (kindly refer to itinerary for detailed breakdown) *all private tours**
 - Firefly watching should include cheese and wine
 - Bohol Countryside Tour (Chocolate Hills view deck, ATV, hot air balloon, activities in CHAP)
 - Dolphin watching and snorkeling/diving at Balicasag Island Dive Resort
- j. **Japanese Speaking Tour Guide**
 - One (1) DOT accredited Japanese speaking tour guide in Cebu and Bohol who can speak fluently in Japanese and English, knowledgeable not only about the destination but also with the history of the Philippines in terms of culture, lifestyle and cuisine
 - Neatly dressed and coordinates with TPB representative on the schedule of activities
 - Does NOT sell products nor ask tips from the guests
- k. **Incentivized tour kit/travel necessities** – tissue, wipes, sanitizer/alcohol, mints, mosquito repellent, disposable hooded emergency raincoat, etc.
- l. **First aid kit onboard the tour vehicle with basic medicines** (antacid for upset stomach, headache, antihistamine for allergies, diarrhea, motion sickness, fever, pain reliever, etc.)
- m. **Miscellaneous expenses**
 - Inclusion of applicable entrance fees, environmental fees, parking fees, porter fees, and other onsite related expenses
 - Provision for incidental expenses to be incurred during the tour

OTHER REQUIREMENTS

- Provision of clean, comfortable and tourist friendly transport service for the participants inclusive of the following:
 - Uniformed, presentable and trained drivers
 - Gasoline, toll and parking fees
 - Dispatcher / coordinator per vehicle
 - Provision of first aid kit onboard
 - Provision of proper, approved, clean signage for the vehicles
- 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

The tour operator should have the following attributes:

- Attentive and addresses the needs of the client
- Has been in the industry for at least 3 years
- Must be willing to provide services on a send bill arrangement
- Accredited by the Department of Tourism

*****The total cost of tour package should be based on actual tour expenses. Likewise, secured sponsorships should be deducted from the total billing.***

V. TIME FRAME AND SCHEDULE OF WORK:

A tour operator to provide the mentioned services from **22-26 March 2019 and June 2019 (TBC)**. (Please see attached itinerary)

VI. BUDGET:

The allotted budget for the tour operator is **Php396,500.00** (inclusive of all applicable taxes).

Total Bid Price Ceiling is **PHP396,500.00** inclusive of service charge and all applicable taxes. Cost of items in bid should be broken down. The winning bid shall be determined **based on the quality of the proposal with the most advantageous financial package cost**, provided that the amount of bid does not exceed the abovementioned approved budget.

VII. PAYMENT PROCEDURE:

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

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VIII. EVALUATION PROCEDURE:

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

IX. 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.

X. 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