

# TAIWAN TRAVEL AGENTS MEGA FAMILIARIZATION TOUR AND TRAVEL EXCHANGE

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

### **I. BACKGROUND**

The Department of Tourism in Taiwan, through the Tourism Promotions Board will organize a Taiwan Travel Agents Mega Familiarization Tour and Travel Exchange on 11-16 June 2019. Target number of participants is 70 agents and 2 travel trade media from the Northern, Central and Southern Taiwan.

It is part of the Department of Tourism Taiwan Office's promotional strategy to strengthen the awareness of the Philippines as a must-see destination for the Taiwanese. Instead of organizing a Philippine Business Mission, the DOT Taiwan decided to conduct a trip on a grand scale to highlight our "It's More Fun in the Philippines" campaign to the Taiwan travel trade in order to help us in developing tour packages and generate publicity of the country.

This will not be just a familiarization tour, but we will also organize tabletop Business-to-Business (B2B) appointments with our accredited Philippine private sectors such as hotels and travel agencies.

Taiwan is considered as one of the major source market of the Philippine Tourism. It is also ranked as the top 6th country in terms of its tourist arrivals. This office endeavors to sustain the uptrend momentum, further improve Taiwan tourist traffic to the Philippines, and eventually achieve the target for 2019.

### **II. SCOPE OF SERVICES**

The Tourism Promotions Board clustered together various tour modules in lots that will be opened for public bidding to qualified tour operators.

#### **\* Important Notes:**

- *Familiarization Trips for accommodations are subject to sponsorships (hosted/discounted). Bidders should submit an itemized budget in the bid proposal that reflects the cost of accommodation which **will be billed based on actual cost.***
- *Tour activities may still be changed according to the recommendations of the DOT-Taiwan and TPB representatives*

## TOURS

	PARTICULARS	ABC
<b>Module 1:</b> <b>EL NIDO</b>	<p>Destination: <b><u>EL NIDO</u></b>            Number of pax: 14 pax            Pick-up: Hotel (TBC)</p> <p>Scope of Work/ Deliverables:</p> <ul style="list-style-type: none"> <li>▪ Room Accommodation at 5star hotel for three (3) nights (with breakfast) based on Single Occupancy</li> <li>▪ Preferred Hotels: El Nido Resorts and Seda Lio (other hotels, for approval of TPB)</li> <li>▪ Transportation (coaster / van / mini bus)               <ul style="list-style-type: none"> <li>➤ Hotel (TBA) to Domestic Airport</li> <li>➤ All land and boat transfer at destination as may be required</li> </ul> </li> </ul> <p>Transportation: One (1) 20 seater coaster or mini bus (2016 model or newer) with driver (inclusive of gas and parking fees) and One (1) van for the luggage</p> <ul style="list-style-type: none"> <li>▪ Interactive / experiential tours and activities preferred (Please see attached itinerary)</li> <li>▪ Assistance in the reservation of Lunch and Dinner (Please see attached itinerary)                Note: Lunch and Dinner all throughout will be care of TPB</li> <li>▪ Provision of Incentivized Tour Kit /Travel necessities – tissue, wipes, sanitizer/alcohol, mints, mosquito repellent, disposable hooded emergency raincoat, towel, etc.)</li> <li>▪ First Aid Kit on board the tour vehicle with basic medicines (antacid for upset stomach, headache, antihistamine for allergies, diarrhea, motion sickness, fever, pain reliever, etc.)</li> <li>▪ Provision of banners (for group picture) and appropriate bus signage, design/specs subject to TPB's approval</li> <li>▪ Provision of snacks on board, cold towels and bottled water</li> <li>▪ Services of a Licensed DOT-accredited Mandarin-speaking Tour Guide familiar in the destination</li> <li>▪ Entrance Fees/Environmental Fees</li> <li>▪ Airport Terminal Fees</li> </ul>	<b>839,500.00</b>

	<ul style="list-style-type: none"> <li>▪ Porter Fees</li> <li>▪ Other miscellaneous expenses (e.g., sampling of local delicacies, etc.)</li> <li>▪ Provision for on-site related expenses as the need arises</li> </ul>	
<b>Module 2: CORON</b>	<p>Destination: <b>CORON</b>  Number of pax: 14 pax  Pick-up: Hotel (TBC)</p> <p>Scope of Work/ Deliverables:</p> <ul style="list-style-type: none"> <li>▪ Room Accommodation at 5star hotel for three (3) nights (with breakfast) based on Single Occupancy</li> <li>▪ Preferred Hotels: Busuanga Bay Lodge and Coron Soleil (other hotels, for approval of TPB)</li> <li>▪ Transportation (coaster / van / mini bus) <ul style="list-style-type: none"> <li>➢ Hotel (TBA) to Domestic Airport</li> <li>➢ All land and boat transfer at destination as may be required</li> </ul> </li> </ul> <p>Transportation: One (1) 20 seater coaster or mini bus (2016 model or newer) with driver (inclusive of gas and parking fees) and One (1) van for the luggage</p> <ul style="list-style-type: none"> <li>▪ Interactive / experiential tours and activities preferred (Please see attached itinerary)</li> <li>▪ Assistance in the reservation of Lunch and Dinner (Please see attached itinerary)  Note: Lunch and Dinner all throughout will be care of TPB</li> <li>▪ Provision of Incentivized Tour Kit /Travel necessities – tissue, wipes, sanitizer/alcohol, mints, mosquito repellent, disposable hooded emergency raincoat, towel, etc.)</li> <li>▪ First Aid Kit on board the tour vehicle with basic medicines (antacid for upset stomach, headache, antihistamine for allergies, diarrhea, motion sickness, fever, pain reliever, etc.)</li> <li>▪ Provision of banners (for group picture) and appropriate bus signage, design/specs subject to TPB's approval</li> <li>▪ Provision of snacks on board, cold towels and bottled water</li> <li>▪ Services of a Licensed DOT-accredited Mandarin-speaking Tour Guide familiar in the destination</li> </ul>	<b>629,500.00</b>

	<ul style="list-style-type: none"> <li>▪ Entrance Fees/Environmental Fees</li> <li>▪ Airport Terminal Fees</li> <li>▪ Porter Fees</li> <li>▪ Other miscellaneous expenses (e.g., sampling of local delicacies, etc.)</li> <li>▪ Provision for on-site related expenses as the need arises</li> </ul>	
<b>Module 3: BORACAY</b>	<p>Destination: BORACAY  Number of pax: 14 pax  Pick-up: Hotel (TBC)</p> <p>Scope of Work/ Deliverables:</p> <ul style="list-style-type: none"> <li>▪ Room Accommodation at 5star hotel for three (3) nights (with breakfast) based on Single Occupancy</li> <li>▪ Preferred Hotels: The Lind and Discovery Shores (other hotels, for approval of TPB)</li> <li>▪ Transportation (coaster / van / mini bus) <ul style="list-style-type: none"> <li>➢ Hotel (TBA) to Domestic Airport</li> <li>➢ All land and boat transfer at destination as may be required</li> </ul> </li> </ul> <p>Transportation: One (1) 20 seater coaster or mini bus (2016 model or newer) with driver (inclusive of gas and parking fees) and One (1) van for the luggage</p> <ul style="list-style-type: none"> <li>▪ Interactive / experiential tours and activities preferred (Please see attached itinerary)</li> <li>▪ Assistance in the reservation of Lunch and Dinner (Please see attached itinerary)</li> </ul> <p>Note: Lunch and Dinner all throughout will be care of TPB</p> <ul style="list-style-type: none"> <li>▪ Provision of Incentivized Tour Kit /Travel necessities – tissue, wipes, sanitizer/alcohol, mints, mosquito repellent, disposable hooded emergency raincoat, towel, etc.)</li> <li>▪ First Aid Kit on board the tour vehicle with basic medicines (antacid for upset stomach, headache, antihistamine for allergies, diarrhea, motion sickness, fever, pain reliever, etc.)</li> <li>▪ Provision of banners (for group picture) and appropriate bus signage, design/specs subject to TPB's approval</li> <li>▪ Provision of snacks on board, cold towels and bottled water</li> </ul>	<b>545,500.00</b>

	<ul style="list-style-type: none"> <li>▪ Services of a Licensed DOT-accredited Mandarin-speaking Tour Guide familiar in the destination</li> <li>▪ Entrance Fees/Environmental Fees</li> <li>▪ Airport Terminal Fees</li> <li>▪ Porter Fees</li> <li>▪ Other miscellaneous expenses (e.g., sampling of local delicacies, etc.)</li> <li>▪ Provision for on-site related expenses as the need arises</li> </ul>	
<b>Module 4:</b> <b>PUERTO PRINCESA</b>	<p>Destination: PUERTO PRINCESA  Number of pax: 14 pax  Pick-up: Hotel (TBC)  Scope of Work/ Deliverables:</p> <ul style="list-style-type: none"> <li>▪ Room Accommodation at 5star hotel for three (3) nights (with breakfast) based on Single Occupancy</li> <li>▪ Preferred Hotels: Sheridan and Princesa Garden (other hotels, for approval of TPB)</li> <li>▪ Transportation (coaster / van / mini bus) <ul style="list-style-type: none"> <li>➢ Hotel (TBA) to Domestic Airport</li> <li>➢ All land and boat transfer at destination as may be required</li> </ul> </li> </ul> <p>Transportation: One (1) 20 seater coaster or mini bus (2016 model or newer) with driver (inclusive of gas and parking fees) and One (1) van for the luggage</p> <ul style="list-style-type: none"> <li>▪ Interactive / experiential tours and activities preferred (Please see attached itinerary)</li> <li>▪ Assistance in the reservation of Lunch and Dinner (Please see attached itinerary)</li> </ul> <p>Note: Lunch and Dinner all throughout will be care of TPB</p> <ul style="list-style-type: none"> <li>▪ Provision of Incentivized Tour Kit /Travel necessities – tissue, wipes, sanitizer/alcohol, mints, mosquito repellent, disposable hooded emergency raincoat, towel, etc.)</li> <li>▪ First Aid Kit on board the tour vehicle with basic medicines (antacid for upset stomach, headache, antihistamine for allergies, diarrhea, motion sickness, fever, pain reliever, etc.)</li> <li>▪ Provision of banners (for group picture) and appropriate bus signage, design/specs subject to TPB's approval</li> </ul>	<b>503,000.00</b>

	<ul style="list-style-type: none"> <li>▪ Provision of snacks on board, cold towels and bottled water</li> <li>▪ Services of a Licensed DOT-accredited Mandarin-speaking Tour Guide familiar in the destination</li> <li>▪ Entrance Fees/Environmental Fees</li> <li>▪ Airport Terminal Fees</li> <li>▪ Porter Fees</li> <li>▪ Other miscellaneous expenses (e.g., sampling of local delicacies, etc.)</li> <li>▪ Provision for on-site related expenses as the need arises</li> </ul>	
<b>Module 5: CEBU AND BOHOL</b>	<p>Destination: CEBU AND BOHOL  Number of pax: 13 pax  Pick-up: Hotel (TBC)  Scope of Work/ Deliverables:</p> <ul style="list-style-type: none"> <li>▪ Room Accommodation at 5star hotel for three (3) nights (with breakfast) based on Single Occupancy</li> <li>▪ Preferred Hotels: Shangri-la Mactan and Crimson Mactan (other hotels, for approval of TPB)</li> <li>▪ Transportation (coaster / van / mini bus) <ul style="list-style-type: none"> <li>➤ Hotel (TBA) to Domestic Airport</li> <li>➤ All land and boat transfer at destination as may be required</li> </ul> </li> </ul> <p>Transportation: One (1) 20 seater coaster or mini bus (2016 model or newer) with driver (inclusive of gas and parking fees) and One (1) van for the luggage</p> <ul style="list-style-type: none"> <li>▪ Interactive / experiential tours and activities preferred (Please see attached itinerary)</li> <li>▪ Assistance in the reservation of Lunch and Dinner (Please see attached itinerary)</li> </ul> <p>Note: Lunch and Dinner all throughout will be care of TPB</p> <ul style="list-style-type: none"> <li>▪ Provision of Incentivized Tour Kit /Travel necessities – tissue, wipes, sanitizer/alcohol, mints, mosquito repellent, disposable hooded emergency raincoat, towel, etc.)</li> <li>▪ First Aid Kit on board the tour vehicle with basic medicines (antacid for upset stomach, headache, antihistamine for allergies, diarrhea, motion sickness, fever, pain reliever, etc.)</li> </ul>	<b>474,000.00</b>

	<ul style="list-style-type: none"> <li>▪ Provision of banners (for group picture) and appropriate bus signage, design/specs subject to TPB's approval</li> <li>▪ Provision of snacks on board, cold towels and bottled water</li> <li>▪ Services of a Licensed DOT-accredited Mandarin-speaking Tour Guide familiar in the destination</li> <li>▪ Entrance Fees/Environmental Fees</li> <li>▪ Airport Terminal Fees</li> <li>▪ Porter Fees</li> <li>▪ Other miscellaneous expenses (e.g., sampling of local delicacies, etc.)</li> <li>▪ Provision for on-site related expenses as the need arises</li> </ul>	
<b>Module 6: DUMAGUETE AND SIQUIJOR</b>	<p>Destination: DUMAGUETE AND SIQUIJOR  Number of pax: 14 pax  Pick-up: Hotel (TBC)  Scope of Work/ Deliverables:</p> <ul style="list-style-type: none"> <li>▪ Room Accommodation at 5star hotel for three (3) nights (with breakfast) based on Single Occupancy</li> <li>▪ Preferred Hotels: Atlantis and Coco Grove (other hotels, for approval of TPB)</li> <li>▪ Transportation (coaster / van / mini bus) <ul style="list-style-type: none"> <li>➤ Hotel (TBA) to Domestic Airport</li> <li>➤ All land and boat transfer at destination as may be required</li> </ul> </li> </ul> <p>Transportation: One (1) 20 seater coaster or mini bus (2016 model or newer) with driver (inclusive of gas and parking fees) and One (1) van for the luggage</p> <ul style="list-style-type: none"> <li>▪ Interactive / experiential tours and activities preferred (Please see attached itinerary)</li> <li>▪ Assistance in the reservation of Lunch and Dinner (Please see attached itinerary)</li> </ul> <p>Note: Lunch and Dinner all throughout will be care of TPB</p> <ul style="list-style-type: none"> <li>▪ Provision of Incentivized Tour Kit /Travel necessities – tissue, wipes, sanitizer/alcohol, mints, mosquito repellent, disposable hooded emergency raincoat, towel, etc.)</li> <li>▪ First Aid Kit on board the tour vehicle with basic medicines (antacid for upset stomach, headache, antihistamine for allergies,</li> </ul>	<b>461,500.00</b>

	<p>diarrhea, motion sickness, fever, pain reliever, etc.)</p> <ul style="list-style-type: none"> <li>▪ Provision of banners (for group picture) and appropriate bus signage, design/specs subject to TPB's approval</li> <li>▪ Provision of snacks on board, cold towels and bottled water</li> <li>▪ Services of a Licensed DOT-accredited Mandarin-speaking Tour Guide familiar in the destination</li> <li>▪ Entrance Fees/Environmental Fees</li> <li>▪ Airport Terminal Fees</li> <li>▪ Porter Fees</li> <li>▪ Other miscellaneous expenses (e.g., sampling of local delicacies, etc.)</li> <li>▪ Provision for on-site related expenses as the need arises</li> </ul>	
<b>Module 7:</b> <b>METRO MANILA</b>	<p>Destination: MANILA RUNNING TOUR</p> <p>Number of pax: 90 pax</p> <p>Pick-up: Hotel (TBC)</p> <p>Scope of Work/ Deliverables:</p> <ul style="list-style-type: none"> <li>▪ Transportation (buses) <ul style="list-style-type: none"> <li>➤ Hotel (TBA) to Domestic Airport vice versa</li> <li>-11 June 2019 (4 buses)</li> <li>-16 June 2019 (5 buses)</li> </ul> </li> </ul> <p>Note: Bus service can go back and forth at the airport to hotel vice versa, depending on the arrival and departure of the group per destination</p> <ul style="list-style-type: none"> <li>▪ First Aid Kit on board the tour vehicle with basic medicines (antacid for upset stomach, headache, antihistamine for allergies, diarrhea, motion sickness, fever, pain reliever, etc.)</li> <li>▪ Provision of snacks on board, cold towels and bottled water</li> <li>▪ Services of a Licensed DOT-accredited Mandarin-speaking Tour Guide familiar in the destination</li> </ul>	<b>180,000.00</b>



## II. ELIGIBILITY REQUIREMENTS

- Must submit valid DOT-accreditation certificate
- Must submit list of ongoing and completed projects / clients for the past three years

## III. SPECIAL/ADDITIONAL REQUIREMENTS

The Travel and Tour Operators must be:

- DOT-accredited establishment.
- Engaged in the business as travel and tour operator for at least five (5) years at the date and time of the opening of bids.
- At least have five (5) years experience and expertise in inbound (domestic) travel.
- Hotels and resorts used for the tours should be DOT-accredited. Moreover, tour guides and tourist transport companies should be DOT-accredited.
- Able to work on a minimum guarantee of seven (7) pax per module. If a tour module does not reach the minimum guarantee of seven participants, this will result to cancellation of the tour module (Final number per module to be available by 30 April 2019)
- Willing to provide services on “send-bill” arrangement
- Provide Comprehensive travel insurance for the passengers from point of origin and for the whole duration of the trip with pertinent coverage and minimum insured value of Human death of accident, per traveler or accompanying service person: NT\$2 million or 3M in Philippine Peso.

***<https://law.moj.gov.tw/ENG/LawClass/LawAll.aspx?pcode=K0110002>***

Transport Service must be:

- DOT – Accredited vehicles
- Inclusive of licensed driver with uniform and company ID, fuel, driver’s meals, applicable parking and toll fees

Tour Guide and Tour Coordinator must be:

- The tour guide must be duly licensed and/or accredited by DOT and preferably from known/reputable organization which provides tour guide.
- He or she must have at least three (3) years’ experience as a tour guide.
- He or she must have handled at least one foreign tour groups, or foreign diplomatic/ dignitaries group.
- He or she must not have been convicted nor found guilty of a crime or administrative offense.
- He or she must be fluent and conversant in English and Mandarin.
- He or she should have a strong sense of Philippine history, culture and tradition, art as well as about current events.
- He or she must have an engaging personality such as being able to provide wholesome fun, humor and entertainment in his/her commentaries.

- He or she must be able to project confidence and composure even with difficult or demanding guests.

### **III. INVITATION TO SUPPLIERS**

TPB invites DOT-accredited tour operators to submit their bid proposals with TPB for ANY or ALL of the attached tour modules per lot basis. The proposals shall include the detailed itineraries, itemized costs of the basic tour components, such as transportation service requirements (transfers, van/coaster hire, and boat/ferry tickets, and other applicable fees, charges and taxes), accommodation with breakfast, entrance fees and environmental fees and other similar fees, taxes and charges, and guide fees.

A provision for one (1) to three (2) DOT and TPB tour coordinator for each destination shall be included in the cost. Price proposed should be adjusted, should there be sponsorship and discounts for some of the package components. The winning bidders shall be determined in accordance with the process of R.A. 9184 and its Revised IRR. Award shall be based on the Lowest Calculated and Responsive Bid (LCRB) or Single Rated Bids per lot provided that it does not exceed the ABC per lot.

### **IV. ABC**

The allotted budget is PHP 3,634,000.00 (inclusive of all applicable taxes).

### **V. PROJECT OFFICERS/CONTACT PERSONS**

#### **MS. MA. MONINA VALDEZ**

Project Officer  
International Promotions Department  
Email address: monina\_valdez@tpb.gov.ph  
Tel. No: 525- 7320 / 525-9318 loc. 203

#### **MS. PATRICIA ALACE DELAS ALAS**

Project Officer  
International Promotions Department  
Email address: patricia\_delasalas@tpb.gov.ph  
Tel. No: 525- 7320 / 404-2641 loc. 203

### **VI. BILLING ARRANGEMENT: Send bill arrangement based on actual number of participants**

Please send billing statement to: **TOURISM PROMOTIONS BOARD**  
4/F Legaspi Towers 300, Roxas Blvd. cor. P. Ocampo St. Malate, Manila 1104