

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

### **I. PROJECT**

The Tourism Promotions Board (TPB) Philippines seeks the services of a technical consultant to assist / give directions and guidance in terms of expanding the Travel Philippines app, developing an e-resource portal, and reaching the overall SMART Tourism goals of the agency. The project will commence for ten (10 months) from the time the contract is awarded (March 2021) until January 2022.

### **II. BACKGROUND**

In 30 October 2020, TPB released the Travel Philippines progressive web application (PWA) to promote the Philippines in the digital spectrum as a response to the adverse effect of the COVID-19 pandemic to the Philippine tourism industry.

As of 4 March 2020, the Travel Philippines PWA has the following features:

- Travel with health and safety information of reopened Philippine destinations
- An itinerary builder
- A registration and log-in system
- An e-vault where documents can be stored
- A portal for travel deals
- Feedback form
- Chatbot

Travel Philippines can now be downloaded as well from Google Play and the App Store as a native application.

In 2021, the TPB plans to expand and enhance the current functions of Travel Philippines and also improve the app by:

- Incorporating cross-platform enhancements that will allow app users to access and transact with the entry point or border control systems established for each of the reopened destinations;
- Integrating booking platforms of DOT-accredited establishments;
- Acquiring the right technology that will enable Travel Philippines to be more-user friendly and accessible.

- These enhancements were considered in support of the goal to make Travel Philippines the official digital “one-stop” shop for tourists traveling to or in the Philippines.
- To ensure that the goal is met and Travel Philippines will run smoothly and efficiently, its further developments and improvements must be made under the guidance of a technical consultant who has the knowledge to explore all aspects of the project and make recommendations based on resources, timeline, and budget.

### **III. OBJECTIVES**

1. To help make Travel Philippines the official digital “one-stop” shop for tourists traveling to or in the Philippines.
2. To ensure that the e-resource portal will be functional for use of TPB and its stakeholders.
3. To guide the TPB in reaching its SMART Tourism goals

### **IV. MINIMUM REQUIREMENT FOR SUPPLIERS**

1. Must have the knowledge / technical competency / proficiency, with at least 3 years of experience, in building user-friendly and functional mobile applications.
2. Must be proficient in practicing agile methodologies and scrum management principles.
3. Must have taken part in the consultancy / creation / design of at least one (1) currently functioning application and at least two (2) previous projects related to app development, published in either Google Play or App Store.
4. Must be well-versed in cross-platform app development.
5. Must be well-updated in all technological / digital trends and innovations.
6. Must be adept on:
  - a. Infrastructure planning
  - b. Risk assessment
  - c. Security
  - d. Disaster recovery
7. Must be able to show at least two (2) tech-related certifications.
8. Must be available 5 hours a day including weekends (*as needed*) for consultations.
9. Must be flexible when it comes to one-on-one / vis-a-vis consultations (*able to go to the office, attend actual conferences, or work outside the home as needed*)

10. Can either be a freelance technical consultant or a company as long as Philgeps registered and work schedule will not interfere with assigned tasks.

## **V. DELIVERABLES/WORK SPECIFICATIONS AND RESPONSIBILITIES OF SUPPLIER**

1. Help craft the Terms of Reference (TOR) for the expansion / improvement of Travel Philippines in 2021 and beyond.
2. Help craft the TOR for the development of an e-resource portal.
3. Provide inputs on the development of the E-resource portal, which aims to be an integral source of information and storage of TPB's photo/video assets and other materials for the usage of tourism stakeholders.
4. Provide guidance and/or direction as necessary for TPB to fulfill its SMART Tourism goals.
5. Provide guidance in evaluating the bidders' capabilities and proposals for both app expansion and e-resource portal.
6. Help monitor the progress in each development stage of the app and the e-resource portal and make recommendations for further improvement/s, as needed.
7. Provide ideas to help TPB reach its SMART Tourism goals.
8. Guide and help TPB to be technologically / digitally ready for the future (especially that Covid-19 is here to stay).
9. Produce reports in relation to the progress of the expansion / improvement of Travel Philippines and development of the e-resource portal as needed.

## **VI. SCOPE / LIMITATION OF SUPPLIERS**

1. Must be amenable to extend services beyond given timeline in case of unforeseen issues including, but not limited to illness, change in project course, among others.
2. Must agree that all information / ideas imparted to TPB will belong to TPB.
3. Must agree to not have the right to ownership of any feature that will be developed as a result of the consultancy.

## **VII. TIME FRAME AND SCHEDULE OF WORK**

10 months upon receipt of Notice of Award

## **VIII. TECHNICAL / LEGAL ELIGIBILITY DOCUMENTS**

### **A. Freelancer / Individual**

1. DTI Registration certifying that he/she is registered and authorized to exercise the service/profession;
2. A PHILGEPS registered;
3. Professional Tax and registration
4. Curriculum Vitae
5. Omnibus Sworn Statement
6. Endorsement from the agency where he/she is affiliated with recommending that he/she is best and suit for the project

### **B. Company**

1. Must be accredited with the Philippine Government Electronic Procurement System (PHILGEPS)
2. DTI Business Registration/SEC Certificate
3. Mayor's Permit or License to Operate
4. BIR Registration with TIN
5. Company Profile with CV of all personnel to be assigned in this project

## **IX. TERMS OF PAYMENT**

**15%** of the contract price: Upon awarding of contract as mobilization fee

**35%** of the contract price: Upon completion of the Terms of Reference of both Travel Philippines app and E-Resource Portal

**35%** of the contract price: Upon go-live of the Travel Philippines app expanded version and E-Resource Portal

**15 %** of the contract price: Submission of terminal report

TPB does fund transfers through Landbank. If the Supplier does not have a Landbank account, fund transfers may still be done but bank charges to be borne by the Supplier.

Approved Budget for the Contract (ABC) is **PHP 500,000.00** inclusive of all service charge and all applicable taxes. The cost of the 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 above-mentioned ABC. The deadline for submission of bids should be at the time and place specified in the request for quotation (RFQ).

**X. TECHNICAL BID/PROPOSAL CRITERIA RATING (80% Passing Score)**

	<b>CRITERIA</b>	<b>WEIGHT</b>
<b>I.</b>	<b>Quality of Personnel who may be Assigned to the Project</b>	<b>20%</b>
	<p>Profile and expertise of key personnel assigned to the project showing specialization and/or experience as a technical consultant with minimum experience of 3 years:</p> <p>Technical Consultant (1)</p> <p>The consultant involved in the project must have:</p> <ul style="list-style-type: none"> <li>• 3 or more years of relevant experience (20%)</li> <li>• Less than 3 years of relevant experience (10%)</li> </ul> <p>Covering the suitability of the consultant involved to perform the duties of the particular assignments and general qualifications and competence including education and training of the consultant and similar projects handled by the consultant (based on submitted CVs)</p>	
<b>II.</b>	<b>FIRM EXPERIENCE AND CAPABILITY</b>	<b>30%</b>
	Service rendered in the previous completed projects in the past three (3) years with at least one (1) government project.	

	<ul style="list-style-type: none"> <li>• Two (2) or more projects related to mobile application development with at least one (1) government project (30%)</li> <li>• One (1) project related to mobile application development with at least one (1) government project (15%)</li> </ul>	
<b>III.</b>	<b>PLAN APPROACH AND METHODOLOGY</b>	<b>50%</b>
	Functionality and innovation of the presented concept: <ul style="list-style-type: none"> <li>• Bidder's proposal/concept on the expansion / improvement of Travel Philippines in 2021 (15%)</li> <li>• Bidder's proposal/concept on the TPB's E-Portal (15%)</li> <li>• Bidder's proposal/concept for the SMART Tourism (15%)</li> <li>• Proof of at least two (2) tech-related certifications (5%)</li> </ul>	

<b>Proposal</b>	<b>Weight</b>
<b>Technical Proposal</b>	<b>80%</b>
<b>Financial Proposal</b>	<b>20%</b>

**\*\*Technical Bid/Proposal Criteria and Rating (80% passing score)**

**\*\* Bidders are required to present their plan of approach for the project (maximum of 20 minutes). "**

For particulars please contact:

**Ms. Ma. Patricia Yulo**  
 Marketing Communications Department  
 E-mail address: patricia\_yulo@tpb.gov.ph  
 Tel: 525-9310 loc 267/523-8960  
 Mobile: 0956 – 0370538

