

21st World Travel & Tourism Council (WTTC) Global Summit
20-22 April 2021 | Manila, Philippines

TERMS OF REFERENCE

Services of a Destination Management Company/Tour Operator
for the conduct of the WTTC Global Summit Pre Media Tour Program

I. BACKGROUND

In 2019, the Philippines' bid was chosen to host the 21st World Travel and Tourism Council (WTTC) Global Summit originally scheduled in April 2021. The annual WTTC Global Summit brings together over 800 delegates composed of chief executive officers (CEOs), presidents, and chairpersons of large and big travel and tourism companies worldwide from airlines, hotels and resorts, travel agencies, tour companies, global distribution systems, transportation companies and allied enterprises, as well as tourism ministers and officials from international organizations, such as the World Tourism Organization (UNWTO).

During the three (3) days of the Summit, tourism ministers, CEOs and industry leaders discuss opportunities, challenges and issues facing the travel and tourism industry. They draw up concrete solutions that is pursued across countries and regions through private and public collaboration. Summit deliberations contribute to the formulation of global tourism policies and agenda, as well as shaping the future of travel and tourism in regions and destinations.

The Global Summit brings together global tourism leaders through a one-day forum, educational plenary sessions, pocket and executive meetings, press conference, bilateral government meetings, media interviews and even travel & trade exhibition. Prominent speakers, media personalities and celebrities from across the world attend the three-day Summit that is complemented by a program of social events showcasing the best of the host destination, and popular tourism attractions.

In particular, the 2022 edition of the Global Summit will be held in a hybrid format expecting some 600 – 650 onsite participants and some 30,000 audience participating through a virtual platform from across the world.

TPB Co-Chairs the National Organizing Committee for the Philippine Hosting of the 21st WTTC Global Summit and has committed to host the Media Pre-Tours scheduled on 18-20 April 2022. Following this, the TPB is in need for the services of a Destination Management Company (DMC) or a Tour Operator who will facilitate all ground arrangements and coordination of the pre-tours to include air, land and/or sea transportation, hotel bookings, guided tours, among others.

II. RATIONALE FOR THE PHILIPPINES' HOSTING OF THE WTTC SUMMIT

- It presents the opportunity for the Philippines to share its best practices in the midst of current global concerns on emergency health issues, political security, environmental sustainability and local community engagement in tourist destinations;

- The Philippines will contribute in shaping future policies, directions and programs to better manage tourism destinations and create opportunities for community livelihood and sustainable jobs which were affected by the pandemic;
- It will create an avenue for the Philippine private sector and local tourism industry stakeholders to innovate, create opportunities and link up with international partners and global distribution networks;
- It will provide the opportunity for the Philippines to generate substantial investments as CEOs and Presidents attending the Summit are looking for investment areas to expand their businesses and strengthen their market presence in the region.
- Overall, the DOT and the TPB collaboration to organize the above events will redound to re-establishing the Philippines' leadership in the MICE business in Asia Pacific, while at the same time, enhance the country's destination image and branding of why it is more fun in the Philippines.

III. SPECIFICATIONS

- Date of Pre-Tour : 18 to 20 April 2022 (Monday to Wednesday)
- Destinations : Boracay
- Number of Pax : 15 foreign media + 2 Liaison Officers + Video/Photo documenter. **Total of 18-20 pax per destination package**
- Inclusions : Incentivized itineraries/Ground Arrangements to include:
- Roundtrip airfare (Business Class or Upgraded Economy);
 - Hotel accommodations¹ with breakfast at Shangri-La Boracay (single occupancy)
 - Lunch, dinner, and snacks for the whole duration of the trip
 - Airport transfers all land/sea transportation (3 vans and/or 1 coaster, and/or comfortable seating to 20 pax; to include contingencies if beyond 10 hours);
 - Luggage tags for easy identification (design is subject to TPB's approval);
 - All other meals to include snacks as identified in the itinerary;
 - All paid watersports activities;
 - DOT-accredited/licensed tour guide; licensed interpreter (if needed);
 - Provision of a tour coordinator;
 - All arrangements and coordination for the Coral planting in Boracay;
 - Assistance in handling QR codes/health declaration of the destination (if required);
 - Hygiene kit upon arrival;
 - Ensure regular Pillow Gifts to be distributed in the guest rooms on a daily basis
 - RT-PCR tests before leaving Manila and upon arrival in Manila (for 30 pax; if required);
 - Comprehensive travel insurance with medical coverage for COVID-19;

¹ Room accommodations not covered by sponsorships but to follow preferential rates requested. Please note that DMC should no longer mark-up on preferential rates given by the specified hotel/resort.

- Other incidental expenses that may be incurred such as but not limited to other snacks, drinks, entrance fees, environmental fees etc.

Lot 1: BORACAY ITINERARY

18 April 2022 DAY 1: Manila-Caticlan	
	Depart hotel for airport
8:35 AM	Depart Manila (MNL) for Caticlan Airport (MPH) via PR 2037
9:50 AM	Arrive in Caticlan Airport (MPH)
	Transfer to MOTAG Living Museum in Caticlan <i>Notes:</i> <ul style="list-style-type: none"> ▪ Provision of roundtrip speedboat for the luggage (Jetty Port to Shangri-La; Shangri-La to Jetty Port) since maximum capacity of Shangri-La Boracay's speedboat is only about 15pax. This is to avoid waiting time and/or transfers per batch. ▪ Guests' luggage should be brought to Shangri-La Boracay while the group is in MOTAG Living Museum; may also be delivered to their respective rooms
12:00NN	End of activity; transfer to Shangri-La Boracay
	Late lunch <i>Note: Guests must already pre-register; room keys shall be distributed during lunch</i>
2:00 PM	Check-in at Shangri-La Boracay; freshen up
4:30PM	Site inspection at Shangri-La; afternoon snacks may be served at the end of the inspection
	Free time/enjoy the resort facilities; sunset watching
	Dinner at Shangri-La
19 April 2022 DAY 2: Boracay	
	Breakfast at Shangri-La
8:30 AM	Depart resort to Station 2 for Coral Planting
	Prepare for island hopping: <ul style="list-style-type: none"> -Puka Beach -Crystal Cove -Carabao Island
	Island lunch
3:30PM	Free time and enjoy White Beach; guests may lounge at Mayas Boracay (serves Filipino and Mexican Cuisine)
	Sunset Cruise/Paraw Sailing c/o Crimson Boracay <i>Note: with wine, cocktail drinks, and snacks</i>
	Back to Shangri-La; freshen up
	Dinner
20 April 2022 DAY 3: Boracay - Manila	
AM	Breakfast
	Morning at leisure
	Check-out/collection of luggage
	Transfer to Caticlan Airport
1:35PM	Depart Boracay for Manila via PR 2045
2:50PM	ETA in Manila

	Transfer to Manila Hotel
	Check-in, rest of the afternoon at leisure
PM	Attend the WTTC Global Summit Welcome Dinner Reception

Notes:

- *Final incentivized itineraries should be approved by the TPB and must adhere to existing health and safety protocols set by the IATF and the local government unit (overseeing the destination).*
- *Delegates participating in each of the hosted tours shall be provided with appropriate tour kits containing the following basic amenities:*
 - *One (1) 500ml reusable water tumbler per tour participant. The winning bidder is enjoined to remind participants to refill the water tumblers in refilling stations (e.g., hotels / resorts) during tours.*
 - *Hygiene kits in reusable drawstring pouches or sustainable packaging with Philippine branding. It should contain the following:*
 - *One (1) pack of facial tissue (handy pack, 2 ply, minimum 40 pulls each)*
 - *One (1) pack wet wipes (handy pack, 25 sheets, biodegradable bamboo fiber material)*
 - *50ml. of 70% isopropyl alcohol (in a spray bottle) or natural hand sanitizer*
 - *Two (2) pieces individually-wrapped disposable KN-95 masks (multiply by the number of tour days – 2 pieces x no of days) and lanyard/mask strap.*

IV. OTHER REQUIREMENTS

1. Cover all expenses related to the conduct of the tours, as stipulated in this Terms of Reference.
2. Professional fees, meals, accommodations, Covid19 RT-PCR tests/border antigen tests, PPEs and other miscellaneous fees of drivers, tour guides, coordinator and assigned personnel. Assigned personnel must be fully vaccinated (vaccination cards / DOH vaccination certificates will be required). Copies of vaccination cards together with a negative RT-PCR test result should be submitted to the TPB at least 24 hours prior to the trip.
3. Willing to provide services on a “send-bill” arrangement. Processing of payment shall be initiated upon certification by the end-user of satisfactory completion of services and issuance of billing statements accompanied by supporting documents by the supplier (including boarding passes per COA regulations). Payment must be made in accordance with prevailing accounting and auditing rules and regulations.
4. Able to troubleshoot and recalibrate through unforeseen changes in the tour specifications.

***Tour activities and/or schedules/dates are subject to change according to the recommendations of the WTTC 2021 Organizing Committee*

V. QUALIFICATIONS OF BIDDERS

1. Must be a Filipino-owned, operated and legally registered DMC or Tour Operator under Philippine laws;
2. Must be a DOT accredited establishment and a TPB Member in good standing
3. Must be engaged in the travel and tour operator business specializing in handling Incentive Groups for at least five (5) years at the date and time of the Opening of Bids.
4. Must have a minimum of five (5) years' experience in providing logistical requirements and tour operator service such as medium to large scale tours, events and similar activities.
5. Must have expertise in organizing and coordinating travel arrangements, specifically in Boracay.
6. Must be able to provide DOT-accredited /licensed tour guides and interpreters.
7. Able to troubleshoot and recalibrate through unforeseen changes in the tour specifications.

VI. ADDITIONAL TECHNICAL REQUIREMENTS

The following additional technical requirements must be submitted together with the proposal.

1. Bidders should submit a budget bid proposal that reflects the cost of tours, activities, and logistical requirements. The TPB-initiated requested sponsorship (hosted/discounted) will be deducted from the bid amount. Thus, the tour operator will bill TPB based on the **individual cost and actual number of participants, subject to minimum guarantee.**
2. Valid Department of Tourism (DOT) Certificate of Accreditation or Provisional Certificate of Accreditation (TPB to consider if their DOT certification is subject to renewal)
3. TPB Member Certificate
4. List of ongoing and completed tours with conducted in the past five (5) years in Boracay.
5. Proof of working experience with indigenous communities in Boracay.
6. Provide an alternative itinerary, without cost to TPB, in case of rain, risk of typhoon, and other unforeseen or fortuitous events.

VII. APPROVED BUDGET FOR THE CONTRACT (ABC)

The Approved Budget for the Contract (ABC) is **EIGHT HUNDRED NINETY THOUSAND PESOS (PHP890,000.00)**. Said budget inclusive of service charge and all applicable fees and 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 above-mentioned ABC.