

**TECHNICAL SPECIFICATIONS**  
**SERVICES OF A TOUR OPERATOR FOR THE CONDUCT OF**  
**21<sup>ST</sup> WORLD TRAVEL & TOURISM COUNCIL (WTTC) GLOBAL SUMMIT**  
**POST TOUR REQUIREMENT**

**QUEZON PROVINCE**  
23 April 2022 | 27 pax

**I. BACKGROUND**

In 2019, the Philippines was chosen to host the 21<sup>st</sup> World Travel and Tourism Council (WTTC) Global Summit originally scheduled for 2021. The WTTC Global Summit brings together over 800 delegates led by key officials from the United Nations World Tourism Organization (UNWTO), tourism ministers from renowned global tourist destinations, Chief Executive Officers (CEOs), Presidents, and Chairpersons of large and renowned travel and tourism enterprises worldwide - from airline companies, hotel and resort property chains, destination management companies, travel and tour companies, global distribution systems, transportation providers, and allied businesses.

During the three-day WTTC summit, global industry leaders together with invited guests, speakers and participants will discuss opportunities, challenges and issues facing the industry. Concrete solutions will be drawn up to address issues and challenges, while strategies and action plans will be formulated to take advantage of opportunities, and will eventually be pursued across countries and regions through private and public collaboration. Summit deliberations are expected to 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 summit also organizes different platforms that highlights the cultural and economic value of the global tourism industry, including, among others, the global leaders' forum, educational plenary sessions, executive meetings, press conferences, bilateral government meetings and media interviews featuring prominent leaders, international speakers, media personalities and celebrities.

Finally, the summit will also feature a travel and trade exhibition, networking events and pre- and post-conference tours that is designed to provide the host destination with opportunities to showcase its featured destinations.

The 2022 edition of the WTTC Global Summit will be held in a hybrid format with an estimated 650 participants physically attending the meetings, with 1,000 attendees from many parts of the world participating through a virtual platform.

As support to the WTTC and to take advantage of the opportunity to showcase our destinations, the TPB shall be offering curated post tours to interested delegates that will highlight the Philippines' rich culture and heritage, nature and adventure and explore our island destinations.

In this regard, the TPB shall procure the services of a tour operator/travel agent for the provision of the following requirement:

MODULE	NO. OF PAX
<b>I. QUEZON PROVINCE</b> Theme: <b>Kulinarya Tagal</b> / Culinary Experience Indicative date: 23 April 2022	27 pax (25 delegates + 2 DOT/TPB Officers)

**II. GENERAL REQUIREMENTS**

1. Cover all expenses related to the conduct of the tours, as stipulated in this Technical Specifications.
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. 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.

5. Tour activities and/or schedules/dates are subject to change according to the recommendations of the WTTC Organizing Committee
6. Provide an alternative itinerary, without additional cost to TPB, in case of rain, typhoon, and other unforeseen or fortuitous events

### III. SCOPE OF WORKS/DELIVERABLES

MODULE / LOT	DELIVERABLES	ABC
<p><b>LOT 2 : QUEZON PROVINCE</b></p> <p>Theme: Kulinarya Tagala/ Culinary Experience</p> <p>Indicative dates: 23 April 2022</p>	<p><b>I. NUMBER OF PARTICIPANTS:</b> 27 pax per module (inclusive of Twenty five (25) guests, one (1) TPB, one (1) DOT staff</p> <p><b>II. MINIMUM PAX GUARANTEE:</b> 10 pax per module</p> <p>For excess in the number of participants, the winning tour operator shall charge the TPB-based on the rate of the tour package computed per pax.</p> <p><b>III. SCOPE OF DELIVERABLES</b></p> <p><b>1. TRANSPORTATION</b></p> <p>Provision of transportation with driver for the whole duration of the trip inclusive the following requirements:</p> <ul style="list-style-type: none"> <li>• Pick-up point: Official Hotel</li> <li>• Drop-off point and luggage transfer: 2<sup>nd</sup> Call Accommodation (TBA), if applicable.</li> <li>• Type of transportation <ul style="list-style-type: none"> <li>a. 3 units of Coasters (max of 10 passengers per unit)</li> <li>b. 5 Vans/SUVs (max of 6 passengers per unit)</li> </ul> </li> <li>*Vehicle seating capacity to allow physical distancing</li> <li>• Vehicles maintained in accordance with Philippine laws on technical safety requirements of vehicles</li> <li>• Comply with IATF protocols/guidelines on safety, capacity, and coverage; daily disinfection of vehicle; Ensure clean and tidy vehicles at all times.</li> <li>• Vehicle year model must be at least 2018 or newer; should the vehicle develop any mechanical fault in transit, the tour operator must find a replacement within one hour.</li> <li>• Must have rebooking or transferable policies due to travel restrictions based on resolutions and pronouncements made by the IATF, Philippine Government or other concerned agencies.</li> <li>• Must be equipped <ul style="list-style-type: none"> <li>- Climate control or air-conditioning, PA system and CCTVs (for buses and coasters)</li> <li>- On-board insurance and third-party liability insurance</li> </ul> </li> </ul>	<p><b>Php 518,918.40</b></p> <p>Inclusive of all applicable taxes</p>

	<ul style="list-style-type: none"> <li>- With universal van sliding windows and safety belts for all seats</li> <li>- GPS or Waze and charge units for phones</li> <li>- With available first-aid kit on-board</li> <li>- With provision of wet tissue, alcohol, mineral water, mints</li> </ul> <ul style="list-style-type: none"> <li>• Maximum use 15 hours per day inclusive of overtime and driver's fee</li> <li>• Necessary expenses to cover all expenses to include driver's fee as well as his food, RT-PCR/border antigen tests, PPEs and other miscellaneous cost, all maintenance cost, gasoline, lubricant, other consumable cost and other related expenses will be covered by the tour operator, including payment of toll fees and parking fees.</li> <li>• Driver should have strong navigation skills, uniformed, presentable and experienced in interacting with guests</li> </ul> <p><b>2. TRAVEL INSURANCE</b>          Provision of Comprehensive Travel Insurance with medical coverage for COVID-19 for 27 pax</p> <p><b>3. MEALS AND BEVERAGE</b>          Provision of Meals and beverage for 27 pax</p> <ul style="list-style-type: none"> <li>• Lunch, snacks and dinner throughout the duration of the trip with one round of drinks (choice of bottled water, juice or softdrinks) with breakdown as follows:             <ul style="list-style-type: none"> <li>a. Snacks on-site and on-board @ Php 13,600.00</li> <li>b. Lunch @ Php 20,400.00</li> <li>c. Dinner @ Php 25,500.00</li> </ul> </li> </ul> <p style="text-align: center;"><i>Note:          Meals are subject to approval of TPB Representative.</i></p> <p><b>4. ITINERARY</b>          Provision of Interactive / Experiential Tours and activities for 27 pax (refer to the attached itinerary)</p> <p>The final itinerary 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).</p> <p><b>5. TOUR KITS</b>          Provision of Incentivized tour kits for 27 pax to include the following:</p> <ul style="list-style-type: none"> <li>• Information, Educational and Communication (IEC) Materials             <ul style="list-style-type: none"> <li>- Printed and digital descriptive itinerary to include details on what to wear, essential items to bring, etc.</li> </ul> </li> </ul>	
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	<ul style="list-style-type: none"> <li>• Hygienic Kits in reusable drawstring pouches or sustainable packaging with Philippine branding.           <ul style="list-style-type: none"> <li>- Two (2) pieces individually-wrapped disposable KN-95 masks and lanyard</li> <li>- One (1) pack of facial tissue (handy pack, 2 ply, minimum 40 pulls each)</li> <li>- One (1) pack wet wipes (handy pack, 25 sheets, biodegradable bamboo fiber material)</li> <li>- 50ml. of 70% isopropyl alcohol (in a spray bottle) or natural hand sanitizer</li> <li>- Disinfectant wipes</li> <li>- Mints</li> <li>- Mosquito repellent,</li> <li>- Disposable hooded emergency raincoat</li> </ul> </li> <li>• Personal Health Kit            Provision of Personal Health Kit / First Aid Kit with basic medicines for 27 pax to include at least 6 pieces of the following medicines           <ul style="list-style-type: none"> <li>- antacid for upset stomach</li> <li>- paracetamol for headache and fever</li> <li>- antihistamine for allergies</li> <li>- Loperamide for diarrhea</li> <li>- meclizine hydrochloride motion sickness</li> <li>- ibuprofen for pain reliever</li> <li>-</li> </ul> </li> <li>• Others           <ul style="list-style-type: none"> <li>- 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.</li> <li>- One (1) piece sun visor / hat</li> <li>- Cold towels</li> <li>- Customized luggage tags</li> </ul> <p style="text-align: center;"><i>Note: Destination luggage tag design is subject for approval of TPB</i></p> <ul style="list-style-type: none"> <li>- Two (2) packs (100 mg) hand-carry Philippine food biscuits / delicacy</li> <li>- Ten (10) pieces of fruit-flavored candies</li> <li>- The provision of peanuts is not allowed</li> </ul> </li> </ul> <p><b>6. CURATED DESTINATION-BASED GIVEAWAYS</b>            Provision of curated destination-based and sustainable giveaways for 27 pax @ Php 1,500.00 each</p> <p><i>Note:</i>            ✓ <i>Placing of tour operator/supplier logo is not allowed</i></p>	
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	<p>✓ <i>Proposed giveaways and designs are subject for TPB's approval</i></p> <p><b>7. TOUR SIGNAGES AND BANNER</b></p> <ul style="list-style-type: none"> <li>The winning bidder shall provide bus banners, number signages (inside the vehicles), identifiers for the delegates, lollipop signages for tour guides, table nameplates / place cards for the coordinators and tour committee members upon claiming the identifier</li> <li>Provision of post-tour banner for group picture) and appropriate signage, design/specs subject to TPB's approval</li> </ul> <p><b>8. Provision of 2 close-in security</b></p> <p><b>9. Services of a Licensed DOT-Accredited English speaking tour guides</b></p> <p>Provision of a licensed DOT Accredited English Speaking Tour Guide with the following additional qualifications:</p> <ul style="list-style-type: none"> <li>- Must be expert or familiar with the destinations</li> <li>- Must be fluent and conversant in English</li> <li>- Must have an in-depth knowledge of Philippine history, culture, tradition, art and current events</li> <li>- All tour guides running the same tour itinerary should have a common, pre-prepared tour guiding spiel to ensure that all information provided to the delegates are accurate and relevant. The spiels should be screened and approved by the TPB.</li> </ul> <p><b>10. PROVISION OF RT-PCR OR ANTIGEN TEST as may be required by the LGU for the 27 participants</b></p> <p><b>11. INCIDENTAL AND OTHER MISCELLANEOUS EXPENSES</b> Provision of budget to cover expenses for sampling of local delicacies and other related on-site expenses for 27 pax</p> <p><b>12. TOUR DOCUMENTATION AND TERMINAL REPORT</b></p> <ul style="list-style-type: none"> <li>The winning bidder shall document the actual conduct of the hosted tour through photos and videos. This shall form part of supporting documents to be submitted to TPB for processing of payment.</li> <li>Provision of 1 videographer/photographer and 1 tour coordinator (per destination) to cover the tour per module and to provide a consolidated output stored in a USB drive to be submitted to TPB representative per destination</li> </ul>	
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	<p>A Same Day Edit (SDE) video will be submitted to the WTTC Tours Committee for showing during dinner/last activity during the tour, whenever applicable. Length of video shall be discussed and agreed upon by the winning bidder and the TPB.</p> <ul style="list-style-type: none"> <li>• A terminal report shall also be prepared by the winning bidder which shall include among others, feedback from participants, photos and videos. The terminal report shall be submitted together with the Billing Statement and all the other supporting documents.</li> </ul> <p><b>13. PERSONNEL REQUIREMENTS FOR THE TOURS AND TOUR DESKS</b></p> <p>The winning bidder shall provide the following personnel:</p> <ul style="list-style-type: none"> <li>• At least one coordinator capable of decision-making to manage the tour requirements and tour desks at official hotels.</li> <li>• Two (2) staff in corporate attire or appropriate dress code as prescribed by the WTTC DOT NOC / TPB to man the tour desks located at the main meeting venue and official hotels to be designated. The staff should be able to handle inquiries on the hosted tours and tours for sale. The display of the winning bidder’s branding material(s) at the tour desks is discouraged.</li> <li>• Provide a list of personnel to the TPB for endorsement to the WTTC Security Committee three (3) days before the scheduled hosted tours. Changes in the personnel assignment are highly discouraged</li> <li>• All assigned personnel of the service provider should have a negative RT-PCR Test taken within 48 hours prior to the event c/o of bidder (tour coordinator, tour guide, photographers, videographer, and driver)</li> <li>• Baggage Counter facility – The winning bidder must be able to transfer the luggage of the tour participants to the 2<sup>nd</sup> call accommodation</li> </ul>	
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**IV. QUALIFICATIONS OF BIDDERS**

1. Must have a PHILGEPS Platinum registration;
2. Must have a minimum of 3 years’ experience in providing logistical requirements and tour operator services for small, medium, or large scale tours, events, and the activities at the date and time of the opening of bids;
3. Must have experience in organizing tours for high level government delegates and VIPs from national or international organizations;

## V. ADDITIONAL TECHNICAL REQUIREMENTS

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

1. Valid Department of Tourism (DOT) Certificate of Accreditation or Provisional Certificate of Accreditation.
2. Must be legally registered tour Operator Company or travel agency under Philippine laws for 5 years. **Required to submit proof of registration either from SEC, DTI or CDA;**
3. Must have previously completed a minimum of 3 projects for the past 3 years' in providing/ servicing tour operations for National Government Agencies (NGAs), Local Government Units (LGUs) and/or Private Agencies, Institutions or Organizations. **Required to submit a list of completed projects from 2018 – 2020;**
4. Must be DOT-accredited tourism establishment. **Required to submit either a DOT – accreditation certificate or provisional accreditation certificate;**
5. Must be a local tour operator company or travel agency of the preferably of Region IV-A. The underlying rationale of this requirement is to provide an authentic travel experience and stories during the actual shoot of the project. Local tour operator companies or travel agencies are more knowledgeable and familiar with the area and the ways of the community. **Required to submit proof that allows the local tour operator or travel agency to conduct business within the local government's geographical jurisdiction, i.e. Mayor's Permit (Business Permit);**
6. Must have free cancellation, rebooking, transferable or refundable policies. **Required to submit a notarized certificate of undertaking that the tour Operator Company or travel agency concerned have free cancellation, rebooking, transferable or refundable policies.**
7. Bidders should submit a budget bid proposal that reflects the cost of tours, activities, and logistical requirements. The WTTC NOC-initiated sponsorships (hosted/discounted) will be deducted from the bid amount or billing. Thus, the tour operator will bill TPB based on the individual cost and actual number of participants, subject to minimum guarantee.

## VI. APPROVED BUDGET COST (ABC)

The total ABC for the tours is **FIVE HUNDRED EIGHTEEN THOUSAND NINE HUNDRED EIGHTEEN PESOS AND 40/100 (Php 518,918.40)** inclusive of all applicable taxes.

## VII. TERMS OF PAYMENT

- 1<sup>st</sup> Tranche – 15% of the total contact price upon acceptance of the Final Itinerary, Sample giveaway, designs for luggage tags and banners and other creatives/layouts
- 2<sup>nd</sup> Tranche – 85% of the total contract price upon completion of the deliverables and submission of Terminal Report, Trip Tickets and Certification of Project Completion.

## VIII. CONTACT PERSONS

Names : **MS. JANET CANOY and MS. MICKA ANJELLA CALZADO**  
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**\*\*\* Nothing Follows \*\*\***