

SERVICES OF A TOUR OPERATOR FOR THE TPB/PDOT TOKYO & PAL INVITATIONAL TOUR FOR AGENTS

SCOPE OF WORKS

I. BACKGROUND

The Philippine Department of Tourism Tokyo office, in cooperation with Philippine Airlines, will be conducting an invitational tour for Japanese travel agents. This project is in line with the Secretary's instruction regarding our efforts towards the recovery of the country's tourism industry affected by the COVID-19 pandemic. The invitational tour is scheduled for 21-25 May 2022 in Bohol, Cebu, and Manila.

Japan continues to be one of the top source markets for Philippine tourism in 2019. Targeting this market is a key strategy in reviving the country's tourism industry which was badly hit by the pandemic. As part of our strategy towards the rehabilitation of the Japanese market, it is important to provide updated information to the travel agents especially with regards to our health and safety protocols to ensure the travelers through the travel agents that it is safe to travel to the Philippines.

For this invitational tour, the target number of participants is 13 pax composed of one DOT Tokyo staff, one from Philippine Airlines, one TPB officer, and 10 travel agents that have sold Philippine packages or are planning to sell Philippine packages for 2022.

Proposed Schedule:

Day 1 – Tokyo-Manila-Cebu or Tokyo-Cebu (depending on the flight schedule)

Day 2 – Inspection of tourist facilities in Cebu (Mactan/City)

Day 3 – Proceed to Bohol/Inspection

Day 4 – Proceed to Manila/Inspection

Day 5 – Leave for Tokyo

The objectives of the invitational tour are as follows:

- To create awareness regarding the health and safety protocols in the Philippines
- To create travel packages based on the new travel trend
- To exchange information on the needs of the Japanese market and how to adapt towards the new market trends

II. DETAILS OF THE EVENT

Date : **21 – 25 May 2022**
 Venue : Cebu, Bohol, and Manila
 Expected Number of
 Foreign Participants : 12 pax
 Total No. of Participants : 13 pax
 Including TPB Officer

The TPB shall procure the services of a tour operator/travel agent for the provision of the following requirements which shall be opened for small value procurement based on one (1) lot identified below:

III. SCOPE OF WORKS/DELIVERABLES

(5D/4N)	<u>CEBU, BOHOL, AND MANILA</u>	ABC PHP 995,000.00
Lot 1: CEBU, BOHOL, AND MANILA 21 – 25 May 2022 <i>(indicative dates)</i>	<p><u>Number of participants:</u> 13 pax (inclusive of eleven (11) guests, one (1) TPB officer, one (1) DOT Tokyo staff)</p> <p>A. Domestic airline tickets (MNL-CEB; TAG-MNL) for the TPB Project Officer – regular economy, re-bookable, re-routable with 20 kilos baggage allowance for 1 pax</p> <p>B. Taxes for the international and domestic airline tickets of the Japanese participants – PHP 15,000/pax for 12 pax (NRT-CEB; TAG-MNL; MNL-NRT)</p> <p>C. Fast ferry tickets via OceanJet at business class category for 13 pax (Cebu City to Tagbilaran, Bohol route)</p> <p>D. Land transportation with driver for the whole duration of the trip inclusive of the following requirements:</p>	PHP 995,000.00

	<p>Type of Transportation (in Cebu, Bohol, and Manila):</p> <ol style="list-style-type: none"> 1. One (1) minibus/coaster or Three (3) vans; 2. Additional van for luggage (inclusive of driver and gas) <ul style="list-style-type: none"> • <i>Vehicles maintained in accordance with Philippine laws on technical safety requirements of vehicles</i> • <i>Comply with IATF protocols/guidelines on safety, capacity, and coverage; daily disinfection of vehicle; Ensure clean and tidy vehicles at all times.</i> • <i>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.</i> • <i>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.</i> • <i>Must be equipped</i> <ul style="list-style-type: none"> - <i>Climate control or air-conditioning, PA system and CCTVs (for buses and coasters)</i> - <i>On-board insurance and third-party liability insurance</i> - <i>With universal van sliding windows and safety belts for all seats</i> - <i>GPS or Waze and charge units for phones</i> - <i>With available first-aid kit on-board</i> • <i>Maximum use 15 hours per day inclusive of overtime and driver's fee</i> • <i>Necessary expenses to cover all expenses to include driver's fee as well as his food, RT-PCR/border antigen tests, PPEs and</i> 	
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	<p><i>other miscellaneous cost, all maintenance cost, gasoline, lubricant, other consumable cost and other related expenses will be covered by the tour operator, with provision of wet tissue, alcohol, mineral water, mints including payment of toll fees and parking fees.</i></p> <ul style="list-style-type: none"> • <i>Driver should have strong navigation skills, uniformed, presentable and experienced in interacting with guests</i> <p>E. Comprehensive travel insurance for 13 pax (guests, TPB, and DOT representatives) with medical coverage for COVID-19</p> <p>F. Room Accommodation Provision of 13 rooms based on single occupancy in a business room category or its equivalent room category with breakfast</p> <ol style="list-style-type: none"> 1. <i>Cebu</i> leg: Check-in dates: 21-23 May 2022 Room nights: 2 nights Preferred hotel: Dusit Thani Mactan Cebu 2. <i>Bohol</i> leg: Check-in dates: 23-24 May 2022 Room nights: 1 night Preferred hotel: Bluewater Panglao Beach Resort 3. <i>Manila</i> leg: Check-in dates: 24-25 May 2022 Room nights: 1 night Preferred hotel: Shangri-La at the Fort <p>G. Meals and beverages for the whole duration of the trip 13 pax:</p> <p>Lunch, snacks and dinner throughout the duration of the trip with one round of</p>	
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	<p>drinks (choice of bottled water, juice or softdrinks) and one can or bottle of beer)</p> <p>a. Snacks on-site and on-board at least Php 19,500.00</p> <p>b. Lunch at least Php 84,500.00</p> <p>c. Dinner at least Php 78,000.00</p> <p>Please provide a breakdown per person per meal per day.</p> <p><i>Notes:</i></p> <ul style="list-style-type: none"> • <i>Meals are subject to approval of TPB representative. The budget per meal should be reflected in the bidder's proposal.</i> <p>H. Interactive / experiential tours and activities preferred for 13 pax (see 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>I. Incentivized tour kit/travel necessities per pax – surgical masks (at least 2 per day), tissue, disinfectant wipes, hand sanitizer/alcohol (at least 70% alcohol solution), mints, mosquito repellent, disposable hooded emergency raincoat, towel, wearable purifier, folded umbrella, etc.</p> <p>J. Banners (for group picture) and appropriate signage, design/specs subject to TPB's approval</p>	
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	<p>K. Provision of 1 videographer / photographer to cover the tour and to provide a consolidated output of photos and videos stored in a USB drive to be submitted to TPB representative on the last day of the tour (subject for approval of TPB Project Officer)</p> <p>L. Provision of 1 tour coordinator with at least three (3) years of experience to coordinate with the TPB Project Officer on all other matters required for the smooth implementation of the tour</p> <p>M. Licensed DOT-accredited Japanese-speaking Tour Guide familiar with the destination, must be fluent and conversant in Japanese and English and have a strong sense of Philippine history, culture, and tradition, art as well as about current events.</p> <p>One (1) Japanese-speaking tour guide based in each destination (Cebu, Bohol, and Manila)</p> <p><i>Note: All assigned personnel of the service provider should have a negative RT-PCR Test c/o of supplier/bidder (tour coordinator, tour guide, photographer, videographer, and driver)</i></p> <p>N. RT-PCR (COVID-19 test) or Antigen test for 13 pax as may be required by the LGU</p> <p>O. Incidental and other miscellaneous expenses (e.g., sampling of local delicacies, permits, entrance fees, environmental fees, terminal fees, toll fees, parking fees, porter fees,</p>	
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	<p>communication expenses, gasoline, water expenses, etc.)</p> <p>P. Provision for on-site related expenses amounting to at least PHP 35,000.00</p> <p>Q. First Aid Kit on board the tour vehicle/s with basic medicines (antacid for upset stomach, headache, an antihistamine for allergies, diarrhea, motion sickness, fever, pain reliever, etc.)</p>	
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IV. TIME FRAME AND SCHEDULE OF WORK

A tour operator to provide the mentioned services from **21 – 25 May 2022 (indicative dates)**. *(Please see attached itinerary)*

V. GENERAL INCLUSIONS / OTHER TERMS AND CONDITIONS

1. Assistance in preparing/securing entry documents, as necessary.
2. Willingness to respond to immediate/unforeseen changes in specifications.
3. Willing to provide services on a “send-bill” arrangement **based on the actual number of participants and costs incurred**. 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. Bidders must adhere to the DOT Guidelines from the Memorandum Circular No. 2020-008 and 2020-011, as well as the IATF Safety Guidelines and Protocols.
5. ***Tour activities and/or schedules/dates may still be changed*** based on recommendations of the DOT Regional Office and IATF orders on local travel restrictions.
6. Neither party shall be held liable to the other party for any failure to perform any obligation due to fortuitous event or force majeure which is beyond the control of any party including but not limited to government pronouncements, natural, or man-made eventuality.

VI. INVITATION TO SUPPLIERS

TPB invites DOT-accredited tour operators to submit their bid proposals. 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, airfare with 20 kg baggage allowance, terminal fees, and other applicable fees, charges and taxes), meals and accommodation with breakfast, tours with meals, entrance fees, and environmental fees and other similar fees, taxes and charges, and guide fees.

A provision for one (1) tour coordinator shall be included in the cost. The 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. Awarding shall be based on the Lowest Calculated and Responsive Bid (LCRB) or Single Calculated and Responsive Bid (SCRB) provided that it does not exceed the ABC.

VII. QUALIFICATION OF BIDDERS

1. Must be Filipino owned, operated, and legally registered tour services company under Philippine laws;
2. Must be duly registered with the Philippine Government Electronic Procurement System (PHILGEPS) and with Platinum registration;
3. Engaged in the travel and tour operator business for at least three (3) years at the date and time of the opening of bids;
4. Must have expertise in organizing and coordinating travel arrangements, specifically within Region 7 and NCR;
5. Must have a minimum of 3 years' experience in providing logistical requirements and tour operator services such as small-medium-large scale tours, events, and the likes;
6. Must possess the necessary expertise in the conveyance of passengers, particularly tourists, both local and foreign;
7. Must have a professional track record in handling international groups in the last five years
8. Must have no rating below 2.5 in the TPB External Provider's Performance Evaluation in the past year

VIII. 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 actual cost per pax**.
2. 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
3. Valid Department of Tourism (DOT) Certificate of Accreditation or Provisional Certificate of Accreditation (TPB to consider if their DOT certification is subject to renewal).
4. A list of ongoing and completed tours conducted in the past three (3) years including international groups
5. Provide an alternative itinerary, in case of rain, risk of typhoon, and other unforeseen or fortuitous events subject to approval of the TPB.
6. Company Profile
7. PHILGEPS Platinum Accreditation Certificate
8. Registration Certificate from Securities and Exchange Commission (SEC) or Department of Trade and Industry (DTI) Business Name
9. Valid and current Mayor's permit/municipal license

IX. TERMS OF PAYMENT

Please send the billing statement to the **TOURISM PROMOTIONS BOARD PHILIPPINES** after the completion of services.

MARIA DOLORES R. APAREJADO
Division Chief, North Asia Division
International Promotions Department
4/F Legaspi Towers 300, Roxas Boulevard Manila 1004

The supplier will be paid once the travel is completed.

The supplier must have a Landbank account. Payment will be made through LBP bank deposit. In case the supplier does not have a Landbank account, bank charges will be shouldered by the supplier.

X. APPROVED BUDGET FOR THE CONTRACT

The allotted budget for the tour operator is **NINE HUNDRED NINETY-FIVE THOUSAND PESOS ONLY (PHP 995,000.00)** inclusive of all applicable taxes and fees.

Total Bid Price Ceiling is **PHP 995,000.00** inclusive of service charge and all applicable taxes. The cost of items in the bid should be broken down. The winning bid shall be determined in accordance with the process of R.A. 9184 and its Revised IRR **based on the Lowest Calculated and Responsive Bid (LCRB)**, provided that the amount of bid does not exceed the abovementioned approved budget.

XI. CONTACT PERSONS

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