

Annex A_TERMS OF REFERENCE

SERVICES OF A TOUR OPERATOR

(as of 12 August 2022)

FAMILIARIZATION TRIPS WITH TOUR OPERATORS, AGENTS, AND MEDIA FROM SOUTHWESTERN USA AND LATIN AMERICA

I. BACKGROUND

The Philippine Department of Tourism Los Angeles (PDOT LA) is revitalizing partnerships with airlines by bringing the US and Latin American tour operators, agents, and media to experience the Philippines' new and safe product circuit offerings and destinations.

We have invited trade and media partners to explore and experience the Philippines' inland and beach holiday destinations for joint familiarization trips with airlines. The said trip will include a business-to-business networking activity with our local stakeholders to present and offer their products and services to the above markets and rejuvenate the increasing number of visitors to the Philippines.

II. OBJECTIVES

- To partner with airlines in promoting the Philippines destinations and attractions to mainstream tour operators and agents
- To reaffirm the message that the Philippines remain a safe destination to the public and regain the confidence of tour operators to sell the Philippines to their clients through a trade and media exposure trip.
- To influence the Americas tour operators to continue including the Philippines and its products in their tour offerings.
- To grow demand and drive bookings from the North and Latin American markets by offering attractive tour programs for operators and agents to sell
- To educate the markets that the Philippines is more than its beautiful landscapes and seascapes but is also a destination that offers unique and fun experiences.
- To encourage synergies and the creation of new tour packages for the consumers.

III. DETAILS OF THE EVENT LOT 2 (Houston, Texas)

Date	:	20 – 29 October 2022 (<i>indicative</i>)
Venue	:	Cebu – Boracay – Palawan – Manila
Expected No. of Participants	:	14 Participants (<i>indicative</i>) <ul style="list-style-type: none">- 11 US (foreign trade and media)- 1 PDOT LA representative- 2 TPB representatives

LOT 3 (Buenos Aires, Argentina)

Date	:	24 January – 1 February 2023 (<i>indicative</i>)
Venue	:	Manila – Boracay – Palawan – Manila
Expected No. of Participants	:	17 Participants (<i>indicative</i>)
		<ul style="list-style-type: none"> - 14 Latin Americans (foreign trade) - 1 PDOT LA representative - 2 TPB representatives

III. SCOPE OF WORK/DELIVERABLES

The TPB shall procure the services of a tour operator for the provision of the following requirements:

LOT 2 HOUSTON, TEXAS (SOUTHWESTERN USA) CEBU – BORACAY – PALAWAN – MANILA 20 – 29 October 2022 (<i>indicative</i>)		
DELIVERABLES	SPECIFICATIONS	REMARKS
PARTICIPANTS	Total number of participants: 14 participants <ul style="list-style-type: none"> • Eleven (11) guests • One (1) DOT LA representative • Two (2) TPB representatives 	
TRANSPORTATION	A. International Airline Ticket for one (1) PDOT Los Angeles representative, regular/ economy class inclusive of taxes, fuel surcharge, and other fees <ul style="list-style-type: none"> • LAX – CEB (20 October) • MANILA – LAX (29 October) 	
	B. Domestic Airline Tickets <ul style="list-style-type: none"> – regular/premium economy, re-bookable, re-routable with a baggage allowance of 20 kilos per passenger, with provision for excess luggage – inclusive of taxes, fuel surcharge, and other fees • Manila (MNL) to Cebu (CEB) <ul style="list-style-type: none"> • 19 October for 2 pax • Cebu (CEB) to Boracay (MPH) <ul style="list-style-type: none"> • 23 October for 14 pax • Boracay (MPH) to Coron (USU) <ul style="list-style-type: none"> • 26 October for 14 pax • Coron (USU) to Manila (MNL) <ul style="list-style-type: none"> • 28 October for 14 pax 	
	C. Transportation for the whole duration of the trip (inclusive of gas, parking fees, toll fees, meals, and overtime fees) <ol style="list-style-type: none"> 1. At least two (2) air-conditioned and well-sanitized 12-seater vans (2018 model or 	Note: <ul style="list-style-type: none"> • All drivers must be fully-vaccinated • Clean, well-sanitized, comfortable, and

	<p>newer) or at least one (1) coasters with a driver;</p> <p>2. Additional van for luggage (inclusive of driver and gas)</p> <p>3. Other Inclusions</p> <ul style="list-style-type: none"> • Inclusive of point-to-point shuttle service for TPB staff • Destination: Airport to Hotel (TBA) and vice versa • Venues and tourism destinations as well as activities indicated in the tour itinerary 	<p>tourist-friendly vehicle</p> <ul style="list-style-type: none"> • Uniformed, presentable and trained drivers • All land and boat transfers at destinations as may be required; boat operators must provide good quality vests, sanitized snorkeling equipment, and ensure safety for all passengers
TRAVEL INSURANCE	D. Comprehensive Travel Insurance inclusive of medical coverage for COVID-19, for all guests, TPB and DOT representatives	
ACCOMMODATION	<p>E. Deluxe Room Accommodation at DOT-accredited hotel with breakfast</p> <p>E1. One (1) Double Occupancy:</p> <ul style="list-style-type: none"> • Cebu – 2 days and 1 night stay <ul style="list-style-type: none"> • 19 – 20 October • 1 room twin sharing <i>Preferred hotel: Shangri-la Mactan</i> <p>E2. Twelve (12) Single Occupancy and one (1) Double Occupancy with the following room nights:</p> <ul style="list-style-type: none"> • Cebu – 4 days and 3 nights stay <ul style="list-style-type: none"> • 20 – 23 October <i>Preferred hotel: Shangri-la Mactan</i> • Boracay – 4 days and 3 nights stay <ul style="list-style-type: none"> • 23 – 26 October <i>Preferred Hotel: Crimson Resort</i> • Palawan – 3 days and 2 nights stays <ul style="list-style-type: none"> • 26 – 28 October <i>Preferred hotel: Club Paradise</i> • Manila – 2 days and a 1-night stay <ul style="list-style-type: none"> • 28 – 29 October <i>Preferred hotel: Conrad Hotel</i> <p>*Provision for early check-in and late checkout based on the itinerary. Preferably with welcome amenities in the room upon check-in.</p>	<p>Note:</p> <p>The property must observe IATF health and safety protocols on COVID-19 prevention. Provision for early check-in and late checkout based on the itinerary. Preferably with welcome amenity in the room upon check-in.</p>

MEALS AND BEVERAGES	<p>F. Incentivized meals and beverages for the whole duration of the trip (breakfast, lunch, AM/PM snacks, and dinner)</p> <ol style="list-style-type: none"> 1. Breakfast <i>(packed to be arranged, if applicable)</i> 2. Lunch and Dinner throughout the trip with one (1) round of drinks during lunch and dinner <ul style="list-style-type: none"> • Provision of one (1) whole Lechon – famous Cebu Lechon in one of the meals in Cebu 3. AM/PM snacks on board and bottled water with cold towels <p>Note:</p> <ul style="list-style-type: none"> • Cost of F&B per day is at PhP 2,300.00 per person, inclusive of AM snacks, lunch, PM snacks, and Dinner • Submit at least 3 menu proposals per destination for approval of TPB • Bidders should be willing to accommodate dietary restrictions 	<p>Notes:</p> <ul style="list-style-type: none"> • TPB representative to finalize the order of meals.
B2B VENUE	<p>G. Venue and F&B (with lunch and AM & PM snacks) for the business-to-business network <i>Preferred Venue: Shangri-la Mactan</i></p> <ul style="list-style-type: none"> • Date: 21 October <p><i>*Estimated cost: PHP 200,000.00</i></p>	
GIVEAWAYS	<p>H. Provision of sustainable giveaways without showing the tour operator's logo and subject to TPB's approval <i>*Estimated cost: PHP 2,000.00/giveaway</i></p>	
TOUR SIGNAGES AND BANNER	<p>I. Provision of tour banners (for group photos) and appropriate bus signage</p>	<p>Note: Design and specs are subject to TPB's approval</p>
ITINERARY	<p>J. Interactive/ experiential tours and activities <i>(please see the attached itinerary)</i></p> <p>Other requirement: Provide an alternative itinerary or activity, in case of rain, risk of the typhoon, and other unforeseen or fortuitous events, subject to the approval of the TPB;</p>	<p>Note: Tour activities and dates are subject to change based on recommendations of the TPB, DOT Foreign, Regional Offices, and IATF orders on local travel restrictions.</p>

TOUR AND FIRST AID KITS	K. Incentivized tour kit/travel necessities per person including but not limited to surgical masks, facial tissue, disinfectant wipes, hand sanitizer/alcohol, mints/candies, mosquito repellent, disposable hooded emergency raincoat, tumbler, folded umbrella, towel, blow bag, etc.	Note: Preferably organic, sustainable, and eco-friendly
	L. First aid kit on board for tour vehicles throughout the trip with essential medicines (antacid for upset stomach, headache, an antihistamine for allergies, diarrhea, motion sickness, fever, pain reliever, etc.)	
TOUR DOCUMENTATION	M. Provision of one (1) photographer/ videographer destination to cover the tour and to provide a consolidated output stored in a USB drive to be submitted to TPB representative per destination. <ul style="list-style-type: none"> Submit a 3-min video presentation covering the duration of the tour 	Note: Photographer and videographer must be fully-vaccinated
TOUR COORDINATORS	N. Provision of at least one (1) tour coordinator and one (1) local tour guide per destination to accompany the group for the whole duration of the trip. Tour Coordinator and Tour must have at least three (3) years of relevant experience. Note: Tour Coordinator and Tour Guide shall work in close coordination with the TPB Project Officer on all other matters required for the smooth implementation of the tour	Note: <ul style="list-style-type: none"> The tour coordinator and tour guide must be fully-vaccinated Submit CV of the tour guide and the tour coordinator Tour Guide must be DOT-accredited
OTHERS	O. Incidental and other miscellaneous expenses (e.g., sampling of local delicacies, permits, entrance fees, environmental fees, toll fees, parking fees, porter fees, communication expenses, gasoline, water expenses, etc.)	
	P. Provision for on-site related expenses amounting to at least Php 50,000.00	
	Q. RT PCR (COVID – 19 Test) or Antigen test as may be required	

LOT 3 BUENOS AIRES, ARGENTINA (LATIN AMERICA) MANILA – BORACAY – PALAWAN – MANILA 24 January – 1 February 2023 (indicative)		
DELIVERABLES	SPECIFICATIONS	REMARKS
PARTICIPANTS	Total number of participants: 17 participants <ul style="list-style-type: none"> Fourteen (14) guests One (1) DOT LA representative Two (2) TPB staff 	
TRANSPORTATION	A. Roundtrip International Airline Ticket for one (1) PDOT Los Angeles representative, regular/economy class, inclusive of taxes, fuel surcharge, and other fees <ul style="list-style-type: none"> LAX – MNL – LAX (24 January – 01 February 2022) 	
	B. Domestic Airline Tickets Domestic Airline Tickets – regular/premium economy, re-bookable, re-routable with a baggage allowance of 20 kilos per passenger, with provision for excess luggage – inclusive of taxes, fuel surcharge, and other fees <ul style="list-style-type: none"> Manila (MNL) to Boracay (MPH) <ul style="list-style-type: none"> 26 January for 17 pax Boracay (MPH) to Coron (USU) <ul style="list-style-type: none"> 29 January for 17 pax Coron (USU) to Manila (MNL) <ul style="list-style-type: none"> 31 January for 17 pax 	
	C. Transportation for the whole duration of the trip (inclusive of gas, parking fees, toll fees, meals, and overtime fees) <ol style="list-style-type: none"> At least two (2) air-conditioned 12-seater vans (2018 model or newer) or at least one (1) coaster with a driver; Additional one (1) van for luggage (inclusive of driver and gas) Other Inclusions <ul style="list-style-type: none"> Inclusive of point-to-point shuttle service for TPB staff Destination: Airport to Hotel (TBA) and vice versa Venues and tourism destinations as well as activities indicated in the tour itinerary 	Note: <ul style="list-style-type: none"> All drivers must be fully-vaccinated Clean, well-sanitized, comfortable, and tourist-friendly vehicle Uniformed, presentable and trained drivers All land and boat transfers at destinations as may be required; boat operators must provide good quality vests, sanitized

		snorkeling equipment, and ensure safety for all passengers
TRAVEL INSURANCE	D. Comprehensive Travel Insurance inclusive of medical coverage for COVID-19, for all guests, DOT and TPB representatives	
ACCOMMODATION	<p>E. Deluxe Room Accommodation at DOT accredited hotel with breakfast based on Single Occupancy with the following room nights:</p> <ul style="list-style-type: none"> ● First Call Manila – 3 days and 2 nights stay <ul style="list-style-type: none"> • 24 – 26 January <i>Preferred hotel: The Peninsula Manila</i> ● Boracay – 4 days and 3 nights stay <ul style="list-style-type: none"> • 26 – 29 January <i>Preferred Hotel: Crimson Resort</i> ● Palawan – 3 days and 2 nights stay <ul style="list-style-type: none"> • 29 – 31 January <i>Preferred hotel: Club Paradise</i> ● Second Call Manila – 2 days and a 1-night stay <ul style="list-style-type: none"> • 31 January – 1 February <i>Preferred hotel: Conrad Hotel</i> <p>*Provision for early check-in and/or late checkout based on the itinerary. Preferably with welcome amenities in the room upon check-in.</p>	<p>Note:</p> <p>The property must observe IATF health and safety protocols on COVID-19 prevention.</p>
MEALS AND BEVERAGES	<p>F. Incentivized meals and beverages for the whole duration of the trip (breakfast, lunch, AM/PM snacks, and dinner)</p> <ol style="list-style-type: none"> 1. Breakfast <i>(packed to be arranged, if applicable)</i> 2. Lunch and Dinner throughout the trip with one (1) round of drinks during lunch and dinner 3. AM/PM snacks on board and bottled water with cold towels <p>Note:</p> <ul style="list-style-type: none"> ● Cost of F&B per day is at PhP 2,300.00 per person, inclusive of AM snacks, lunch, PM snacks, and Dinner ● Submit at least 3 menu proposals per destination for approval of TPB 	<p>Notes:</p> <ul style="list-style-type: none"> ● TPB representative to finalize the order of meals.

	<ul style="list-style-type: none"> Bidders should be willing to accommodate dietary restrictions 	
B2B VENUE	<p>G. Venue and F&B (with lunch and AM & PM snacks) for the business-to-business network <i>Preferred Venue: The Peninsula Manila</i></p> <ul style="list-style-type: none"> Date: 25 January <p><i>*Estimated cost: PHP 200,000.00</i></p>	
GIVEAWAYS	<p>H. Provision of sustainable giveaways without showing the tour operator's logo and subject to TPB's approval <i>*Estimated cost: PHP 2,000.00/giveaway</i></p>	Note: Giveaways and designs are subject to TPB's approval.
TOUR SIGNAGES AND BANNER	<p>I. Provision of tour banners (for group photos) and appropriate bus signage</p>	Note: Design and specs are subject to TPB's approval
ITINERARY	<p>J. Interactive/ experiential tours and activities (<i>please see the attached itinerary</i>)</p> <p>Other requirement: Provide an alternative itinerary or activity, in case of rain, risk of the typhoon, and other unforeseen or fortuitous events, subject to the approval of the TPB;</p>	Note: Tour activities and dates are subject to change based on recommendations of the TPB, DOT Foreign, Regional Offices, and IATF orders on local travel restrictions.
TOUR AND FIRST AID KITS	<p>K. Incentivized tour kit/travel necessities per person including but not limited to surgical masks, facial tissue, disinfectant wipes, hand sanitizer/alcohol, mints/candies, mosquito repellent, disposable hooded emergency raincoat, tumbler, folded umbrella, towel, blow bag, etc.</p>	Note: Preferably organic, sustainable, and eco-friendly
	<p>L. First aid kit on board for tour vehicles throughout the trip with essential medicines (antacid for upset stomach, headache, an antihistamine for allergies, diarrhea, motion sickness, fever, pain reliever, etc.)</p>	
TOUR DOCUMENTATION	<p>M. Provision of one (1) photographer/ videographer per destination to cover the tour and to provide a consolidated output stored in a USB drive to be submitted to TPB representative per destination</p> <ul style="list-style-type: none"> Submit a 3-min video presentation covering the duration of the tour 	Note: Photographer and videographer must be fully-vaccinated
TOUR COORDINATORS AND GUIDE	<p>N. Provision of at least one (1) tour coordinator to accompany the group for the duration of the trip . Tour Coordinator must have at least three (3) years of relevant experience.</p>	Note: <ul style="list-style-type: none"> The tour coordinator and tour guide must be fully-vaccinated

	Note: Tour Coordinator shall work in close coordination with the TPB Project Officer on all other matters required for the smooth implementation of the tour	<ul style="list-style-type: none"> • Submit CV of the tour guide and the tour coordinator • Tour Guide must be DOT-accredited
	O. Service of one (1) licensed DOT-accredited Spanish-speaking Tour Guide for the whole duration of the trip <ul style="list-style-type: none"> • Should be familiar with the destination and its activities • Must be fluent and conversant in Spanish and English with extensive knowledge of Philippine history, culture, tradition, art, and current events. 	Note: <ul style="list-style-type: none"> • All tour guides must be fully-vaccinated • Submit proof of accreditation and/or license
OTHERS	P. Incidental and other miscellaneous expenses (e.g., sampling of local delicacies, permits, entrance fees, environmental fees, toll fees, parking fees, porter fees, communication expenses, gasoline, water expenses, etc.)	
	Q. Provision for on-site related expenses amounting to at least Php 50,000.00	
	R. RT PCR (COVID – 19 Test) or Antigen test as may be required	

IV. PROJECT IMPLEMENTATION SCHEDULE

A tour operator to provide the mentioned services as follows:

- Lot 1: **20 – 29 October 2022** (indicative)
- Lot 2: **24 January – 01 February 2023** (indicative)

Please see the attached itineraries.

V. GENERAL INCLUSIONS/ OTHER TERMS AND CONDITIONS

1. Assistance in preparing/securing entry documents, as may be 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 following the 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 and the IATF Safety Guidelines and Protocols.

VI. INVITATION TO SUPPLIERS

TPB invites DOT-accredited tour operators to submit their bid proposals for all tour activities with TPB. The proposals shall include the following:

1. Detailed itineraries;
2. Itemized costs of the essential tour components, such as transportation service requirements (transfers, van/coaster hire, boat/ferry tickets, airfare with 20 kg baggage allowance, terminal fees, and other applicable fees, charges, and taxes);
3. Accommodation with breakfast;
4. Tours with meals; and
5. Entrance, environmental, and other similar fees, taxes and charges, and guide fees.

TPB-initiated sponsorship requests (hosted/discounted) shall be deducted from the actual billing amount. Thus, the tour operator will bill TPB based on the actual cost per passenger.

VII. QUALIFICATION OF BIDDERS

1. Must be Filipino-owned, operated, and legally registered tour services company under Philippine laws;
2. Must be accredited with the Department of Tourism (DOT) and preferably a registered TPB member (TPB to consider if their DOT certification has an ongoing application for renewal);
3. Must be engaged in the business as a travel and tour operator for at least five (5) years from the date of the opening of bids with experience and expertise in inbound (domestic) travel, providing logistical requirements, tour operator services such as small-medium-large scale tours, events, and the likes;
4. Must have a professional track record in handling international groups in the last five (5) years and handled at least five (5) similar projects, preferably handling US and Latin American groups;
5. Must have expertise in organizing and coordinating travel arrangements, specifically within NCR, Region 4B, 6, and 7;

VIII. APPROVED BUDGET FOR THE CONTRACT (ABC)

The approved budgets are as follows:

- Lot 1 – **THREE MILLION ONE HUNDRED THOUSAND PESOS ONLY**
(PHP 3,100,000.00)
- Lot 2 – **THREE MILLION FOUR HUNDRED THOUSAND PESOS ONLY**
(PHP 3,400,000.00)

Lot 1 and 2 are inclusive of service charges and all applicable taxes.

The winning bid shall be determined based on the Lowest Calculated and Responsive Bid (LCRB), provided that the bid amount does not exceed the above-mentioned approved budget.

IX. TERMS OF PAYMENT.

LOT 2 HOUSTON, TEXAS (SOUTHWESTERN USA)	
Particulars / Milestones	Terms of Payment
First tranche: Bookings and reservations of all deliverables indicated in the TOR (schedule accommodation, transportation, guides, activities, etc.)	15% of the total contract price
Second tranche: After successful implementation of the Familiarization Trip	75% of the total contract price
Third tranche: <submission of deliverables after the tour> with final SOA and other documents needed for payment processing	10% of the total contract price
TOTAL CONTRACT PRICE FOR LOT 2 <i>(inclusive of service charge and all applicable taxes)</i>	100%

LOT 3 BUENOS AIRES, ARGENTINA (LATIN AMERICA)	
Particulars / Milestones	Terms of Payment
First tranche: Bookings and reservations of all deliverables indicated in the TOR (schedule accommodation, transportation, guides, activities, etc.)	15% of the total contract price
Second tranche: After successful implementation of the Familiarization Trip	75% of the total contract price
Third tranche: <submission of deliverables after the tour> with final SOA and other documents needed for payment processing	10% of the total contract price
TOTAL CONTRACT PRICE FOR LOT 3 <i>(inclusive of service charge and all applicable taxes)</i>	100%

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

CHRISTIE N. NAVARRO
Acting Head, The Americas Division
International Promotions Department
4F Legaspi Towers 300, Roxas Blvd., Manila 1004

The supplier must have a Landbank account. Payment will be made through an LBP bank deposit. If the supplier does not have a Landbank account, the supplier will shoulder bank charges.

X. CONTACT INFORMATION

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