

**TECHNICAL SPECIFICATIONS**  
**SERVICES OF A TOUR OPERATOR FOR THE CONDUCT OF**  
**TPB/DOT KOREA – SERIES OF TRAVEL TRADE AND MEDIA**  
**FAMILIARIZATION TOUR**

**I. BACKGROUND**

As part of the market recovery and as Korea goes thru the endemic stage of the Coronavirus, The Philippine Department of Tourism – Korea (PDOT) requested the Tourism Promotions Board (TPB) to conduct the TPB/DOT Korea – Series of Travel Trade and Media Familiarization Trips to feature popular destinations amongst Koreans and with a direct flight from Incheon such as Manila and Environs, Bohol, Boracay, and Cebu.

PDOT Korea deemed this event as an important marketing tool to get travel agents, media, and social influencers to experience again and learn first-hand new developments in the Philippine destinations that have already high recall among the target Korean market segments.

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

**II. OBJECTIVES**

- To increase knowledge among travel agents on the newly developed tourism circuits in the key Philippines destinations and learn about the respective health and safety protocols; the end goal is to equip the agents to recommend Philippine destinations to their respective clients and thus, contribute to generating tourist arrivals to the country;
- To create and expose a variety of Philippine tourism-related content that is closely aligned to the Korean travelers' interests through select social media influencers and traditional media

**III. SCOPE OF WORK/SERVICES GENERAL REQUIREMENTS**

1. Cover all expenses related to the conduct of the tours, as stipulated in this Technical Specification.
2. Professional fees, meals, accommodations, Covid19 RT-PCR tests/border antigen tests, PPEs, and other miscellaneous fees for drivers, tour guides, coordinators, 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 Tourism Promotions Board.
6. Provide an alternative itinerary, without additional cost to TPB, in case of rain, typhoon, and other unforeseen or fortuitous events

MODULE / LOT	DELIVERABLES	ABC
<b>MANILA AND ENVIRONS</b>  Indicative dates: September 20-24, 2022	<p><b>I. <u>NUMBER OF PARTICIPANTS:</u></b>  8 pax (inclusive of five (5) guests, two (2) TPB, and one (1) DOT staff - breakdown subject to change</p> <p><b>II. <u>MINIMUM PAX GUARANTEE:</u></b>  5 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>  Provision of transportation with driver for the whole duration of the trip inclusive of the following requirements:</p> <ul style="list-style-type: none"> <li>• Pick-up point: Assigned airport</li> <li>• Drop-off point and luggage transfer: Assigned airport</li> <li>• Type of transportation: <ul style="list-style-type: none"> <li>- 1 unit of Coaster and 1 luggage van for the whole duration of the trip</li> </ul> </li> </ul>	<b>PHP 997,040.00</b> Inclusive of all applicable taxes

	<p>*Vehicle seating capacity to allow physical distancing</p> <ul style="list-style-type: none"> <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 vehicles; Ensure clean and tidy vehicles at all times.</li> <li>• Vehicle year model must be at least 2018 or newer; should the van 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 travel insurance and third-party liability insurance</li> <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 the provision of wet tissue, alcohol, mineral water, mints</li> </ul> </li> </ul>	
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	<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 including driver's fee, as well as his food, RT-PCR/border antigen tests, PPEs, and other miscellaneous costs, all maintenance costs, gasoline, lubricant, other consumable costs, 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, be uniform, presentable, and experienced in interacting with guests</li> </ul> <p><b>2. COMPREHENSIVE TRAVEL INSURANCE WITH COVID-19 COVERAGE</b></p> <p>Provision of Comprehensive Travel Insurance with medical coverage for COVID-19 for 8 pax</p> <p><b>3. ACCOMMODATION</b></p> <p>Provision of 6 rooms based on single occupancy and 1 twin room in a business room category or its equivalent room category with breakfast</p> <p>Check-in date: 20 September 2022  Check-out date: 24 September 2022  Room nights: 4 nights  Preferred hotel: Okada Manila</p> <p><b>4. MEALS AND BEVERAGE</b></p> <p>Provision of Meals and beverages for 8 pax</p>	
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	<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 soft drinks) with the breakdown as follows: <ul style="list-style-type: none"> <li>a. Snacks on-site and on-board @ PhP500/pax</li> <li>b. Lunch @ PhP1200/pax</li> <li>c. Dinner @ PhP2000/pax</li> </ul> </li> </ul> <p><i>Note:</i>  <i>Meals are subject to the approval of the TPB Representative.</i></p> <p><b>5. ITINERARY</b>  Provision of Interactive / Experiential Tours and activities for 8 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>6. TOUR KITS</b>  Provision of Incentivized tour kits for 8 pax to include the following:</p> <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 of individually-wrapped disposable KN-95 masks per day for 4 days and a lanyard</li> </ul> </li> </ul>	
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	<ul style="list-style-type: none"> <li>- One (1) pack of facial tissue (handy pack, 2 plies, minimum 40 pulls each)</li> <li>- One (1) pack of 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> <ul style="list-style-type: none"> <li>• Personal Health Kit Provision of Personal Health Kit / First Aid Kit with basic medicines for 8 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</li> </ul> </li> </ul>	
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	<p>refill the water tumblers in refilling stations (e.g., hotels/resorts) during tours.</p> <ul style="list-style-type: none"> <li>- One (1) piece sun visor/hat</li> <li>- Cold towels</li> <li>- Customized luggage tags</li> </ul> <p><i>Note: Destination luggage tag design is subject to the 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> <p><b>7. CURATED DESTINATION-BASED GIVEAWAYS</b></p> <p>Provision of curated destination-based and sustainable giveaways for 8 pax @ PhP 1,500.00 each</p> <p><i>Note:</i></p> <ul style="list-style-type: none"> <li>✓ <i>Placing of tour operator/supplier logo is not allowed</i></li> <li>✓ <i>Proposed giveaways and designs are subject to TPB's approval</i></li> </ul> <p><b>8. TOUR SIGNAGES AND BANNER</b></p> <ul style="list-style-type: none"> <li>• The winning bidder shall provide bus banners, number signage (inside the vehicles), identifiers for the delegates, lollipop signage</li> </ul>	
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	<p>for tour guides, table nameplates/place cards for the coordinators and tour committee members upon claiming the identifier</p> <ul style="list-style-type: none"> <li>• Provision of tour banner for group picture) and appropriate signage, design/specs subject to TPB's approval</li> </ul> <p><b>9. SERVICES OF A LICENSED DOT-ACCREDITED ENGLISH/KOREAN SPEAKING TOUR GUIDES</b></p> <p>Provision of a licensed DOT Accredited English/Korean Speaking Tour Guide or Korean Translator with the following additional qualifications:</p> <ul style="list-style-type: none"> <li>- Must be an expert or familiar with the destinations</li> <li>- Must be fluent and conversant in English and Korean</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>	
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	<p><b>10. PROVISION OF RT-PCR OR ANTIGEN TEST</b> as may be required by the LGU for the 8 participants and RTPCR TEST 48 HOURS prior to their scheduled flight to Korea for 6 pax</p> <p><b>11. INCIDENTAL AND OTHER MISCELLANEOUS EXPENSES</b> Provision of budget to cover expenses for a sampling of local delicacies and other related on-site expenses for 8 pax worth Php 5,000.00</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 one (1) videographer/photographer and one (1) tour coordinator to cover the tour per module and to provide a consolidated output stored in a USB drive to be submitted to the TPB representative.</li> </ul> <p>A 3-minutes Same Day Edit (SDE) video will be submitted to the project officer 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. (Subject to TPB's revision. Maximum of 2 revisions)</p>	
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	<ul style="list-style-type: none"> <li>A post event report shall also be prepared by the winning bidder which shall include among others, photos and videos. The report shall be submitted together with the Billing Statement and all the other supporting documents.</li> </ul>	
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#### IV. PROJECT IMPLEMENTATION SCHEDULE

LOT NO.	MODULE	NO. OF PAX
I	<b>MANILA AND ENVIRONS</b> Indicative dates: September 20-24	8 pax (5 delegates + 1 DOT + 2 TPB Officers)

#### V. QUALIFICATIONS OF BIDDERS

1. Must have experience in organizing tours for high level government delegates and VIPs from national or international organizations;

#### 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 or DTI;**
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.

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 TPB-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 the actual number of participants, subject to a minimum guarantee.

## **VI. APPROVED BUDGET FOR THE CONTRACT (ABC)**

The total ABC is **NINE HUNDRED NINETY-SEVEN THOUSAND FORTY PESOS ONLY (PHP 997,040.00)** inclusive of all applicable taxes and fees.

## **VII. TERMS OF PAYMENT**

Send-bill arrangement to the TOURISM PROMOTIONS BOARD PHILIPPINES after the completion of requirements. One-time engagement, payment will be paid thirty (30) days upon receipt of the SOA/billing.

**MARIA DOLORES R. APAREJADO**

Chief, North Asia Division

Philippine Travel Exchange (PHITEX) 2022

4F Legaspi Towers 300, Roxas Blvd., Manila 1004

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

## **VIII. CONTRACT DURATION**

One-time engagement and shall commence from the acceptance of the Notice to Proceed (NTP)

## **IX. CONTACT PERSONS**

Names : **MS. MICKA ANJELLA CALZADO & MS. CORYNE SENERES**  
Contact Nos. : 02 8 525 9318 loc. 292  
Email : [anjella\\_calzado@tpb.gov.ph](mailto:anjella_calzado@tpb.gov.ph) and [coryne\\_seneres@tpb.gov.ph](mailto:coryne_seneres@tpb.gov.ph)