

TECHNICAL SPECIFICATIONS

SERVICES OF A TOUR OPERATOR FOR THE FAMILIARIZATION TOUR WITH THE JAPANESE TRAVEL AGENTS FOR HEALTH AND WELLNESS

I. BACKGROUND

In line with the Philippine Department of Tourism Tokyo office's efforts toward the recovery of the Japanese market, the office will be conducting an invitational tour of travel agents to promote health and wellness as a tourism product for the Philippines. This invitational tour is in partnership with Cebu Pacific and is scheduled on 10-14 November 2022 in Manila, Tagaytay, and Batangas.

Japan continues to be one of the top source markets for Philippine tourism. As part of the strategy toward the rehabilitation of the Japanese market, it is important to provide updated information that travel agents can use in creating new packages such as travel facilities, new tourism products, and post-COVID-19 protocols.

One of the products that we will highlight as part of our rehabilitation campaign is health and wellness tourism. A study by the Wellness Tourism Association revealed that nearly 78% of people in 48 countries will have wellness travel on their itinerary when restrictions are lifted. Targeting this market is a key strategy in reviving the country's tourism industry.

II. OBJECTIVES

The objectives of the invitational tour are as follows:

- To create awareness of the Philippines as a health and wellness destination;
- To ensure that the Philippines remain on the top of mind of Japanese travelers for their next destination when they travel overseas; and
- To create digital materials that can easily be shared online.

III. SCOPE OF WORK/SERVICES

Date	:	10-14 November 2022 (indicative dates)
Venue	:	Manila, Tagaytay, and Batangas
Total No. of Participants	:	10 pax
Including (1) TPB Officer		

(5D/4N)	<u>BOHOL AND MANILA</u>	ABC PHP 998,000.00
MANILA, TAGAYTAY, AND BATANGAS 10–14 November 2022 <i>(indicative dates)</i>	<p>Number of participants: 10 pax (inclusive of six (6) guests, one (1) Cebu Pacific representative, one (1) DOT Tokyo staff, one (1) photographer, and one (1) TPB officer)</p> <p>I. AIR TICKETS TAXES AND SURCHARGES</p> <p>A. Taxes and surcharges for the international air tickets of participants @ Php 18,000/pax x 8 pax (international delegates only)</p> <p>II. TRANSPORTATION</p> <p>B. Land transportation with driver for the whole duration of the trip inclusive of the following requirements:</p> <p>Type of Transportation (in Manila, Tagaytay, and Batangas):</p> <ol style="list-style-type: none"> 1. One (1) coaster with vehicle year model at least 2018 or newer; 2. One (1) additional van for luggage with vehicle year model at least 2018 or newer (inclusive of driver and gas) <ul style="list-style-type: none"> • <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 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>With universal van sliding windows and safety belts for all seats</i> - <i>GPS or Waze and charge units for phones</i> • <i>Maximum use 15 hours per day inclusive of overtime and driver's fee</i> • <i>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, payment of toll fees and parking fees.</i> • <i>Licensed driver should have strong navigation skills, uniformed, presentable, and experienced in interacting with guests</i> <p>III. INSURANCE</p> <p>C. Comprehensive travel insurance for 10 pax (guests, TPB, and DOT representatives) with Php 1 Million medical coverage for COVID-19</p> <p>IV. ACCOMMODATION</p> <p>D. Room Accommodation</p> <p>Provision of 10 rooms based on single occupancy in a deluxe room category or its equivalent room category with breakfast</p> <p>1. <i>Manila leg:</i> Check-in dates: 10-11 November 2022 Room nights: 1 night</p>	
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	<p>Preferred hotel: Shangri-La at the Fort</p> <p>Check-in dates: 13-14 November 2022 Room nights: 1 night Preferred hotel: Hotel Okura</p> <p>2. <i>Tagaytay</i> leg: Check-in dates: 11-12 November 2022 Room nights: 1 night Preferred hotel: Nurture Wellness Village</p> <p>3. <i>Batangas</i> leg: Check-in dates: 12-13 November 2022 Room nights: 1 night Preferred hotel: The Farm at San Benito</p> <p>V. MEALS</p> <p>E. Meals and beverages for the whole duration of the trip for 10 pax:</p> <p>Lunch and dinner throughout the duration of the trip with one round of drinks (choice of bottled water, juice or softdrinks, and one can or bottle of beer)</p> <p>a. Four (4) Lunch with at least Php 52,000.00 (Php 1,300/pax/meal) b. Three (3) Dinner with at least Php 45,000.00 (Php 1,500/pax/meal)</p> <p><i>Notes:</i></p> <ul style="list-style-type: none"> • <i>Please provide a breakdown per person per meal per day.</i> • <i>Meals are subject to the approval of the TPB representative. The budget per meal should be reflected in the bidder's proposal.</i> • <i>If plated meal, there should be at least 3 viands</i> 	
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	<p>VI. TOURS</p> <p>F. Interactive/experiential tours and wellness activities preferred for 10 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>G. 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, towel, sunscreen, and reusable tumbler (at least 24 oz.)</p> <p>H. Banners (for group picture) and appropriate signage, design/specs subject to TPB’s approval</p> <p>VII. PHOTOGRAPHER AND COORDINATOR</p> <p>I. Provision of 1 photographer to cover the tour and to provide a consolidated output of photos stored in a USB drive and via Google drive to be submitted to the TPB representative on the last day of the tour (subject to the approval of the TPB Project Officer)</p> <p>J. 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>	
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	<p><i>Notes:</i></p> <ul style="list-style-type: none"> • <i>Please submit a Curriculum Vitae of the tour coordinator together with the bid proposal.</i> <p>VIII. TOUR GUIDE</p> <p>K. 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, tradition, art as well as current events. Must have handled at least (1) foreign tour group.</p> <p>One (1) Japanese-speaking tour guide based in 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, and driver)</i></p> <p>IX. MISCELLANEOUS EXPENSES</p> <p>L. Pre-Departure RT-PCR (COVID-19 test) for 8 pax as may be required by the country of origin</p> <p>M. Pre-check in antigen test in The Farm at San Benito for 10 pax</p> <p>N. Provision for on-site related expenses amounting to at least PHP 19,000.00 (e.g., sampling of local delicacies, permits, entrance fees, environmental fees,</p>	
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	terminal fees, toll fees, parking fees, porter fees, communication expenses, gasoline, water expenses, etc.)	
	O. 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.)	

IV. PROJECT IMPLEMENTATION SCHEDULE

A tour operator to provide the mentioned services from **10 – 14 November 2022 (indicative dates)**. *(Please see attached itinerary)*

V. OTHER ADDITIONAL TECHNICAL/ELIGIBILITY REQUIREMENTS

1. Assistance in preparing/securing entry documents, as necessary.
2. Willingness to respond to immediate/unforeseen changes in specifications. Provide an alternative itinerary, in case of rain, risk of a typhoon, and other unforeseen or fortuitous events subject to the approval of the TPB.
3. 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.
4. ***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.
5. Neither party shall be held liable to the other party for any failure to perform any obligation due to a 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.
6. 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***.
7. Submit a certificate of undertaking that the tour operator company or travel agency concerned have free cancellation, rebooking, transferable or refundable policies.
8. Submit a Curriculum Vitae of the tour coordinator together with the bid proposal

9. Valid Department of Tourism (DOT) Certificate of Accreditation or Provisional Certificate of Accreditation (TPB to consider if their DOT certification is subject to renewal).
10. A list of completed government projects conducted in the past three (3) years including Japanese tour groups.

VI. APPROVED BUDGET FOR THE CONTRACT

The approved budget for the contract is **NINE HUNDRED NINETY-EIGHT THOUSAND PESOS ONLY (PHP 998,000.00)** inclusive of all applicable taxes and fees, provided that the amount of bid does not exceed the aforementioned approved budget.

VII. TERMS OF PAYMENT

- Must be 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.
- 30 days upon receipt of SOA/billing
- Full payment will be on the send-bill arrangement statement to the **TOURISM PROMOTIONS BOARD PHILIPPINES** after the completion of services.

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The supplier will be paid once the travel is completed.

The supplier are encouraged to 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.

VIII. CONTRACT DURATION

One-time engagement and shall commence upon receipt of the Notice to Proceed (NTP) until the full/complete delivery of requirements.

IX. PROJECT OFFICERS CONTACT INFORMATION

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