

TECHNICAL SPECIFICATIONS

SERVICES OF A TOUR OPERATOR FOR THE UK TRAVEL TRADE FAMILIARIZATION TRIP

As of 30 September

I. BACKGROUND

The Tourism Promotions Board's Europe Division is holding a familiarization trip for UK Travel Influencers on November 21 – 30, 2022. A group of 7 travel trade participants will be experiencing the destinations of Manila, Batangas, and Palawan following the theme of wellness and adventure.

The aim of this project is to inspire the participants to expand their tourism offerings as well as acquire firsthand experience creating content and articles for their readers to get a glimpse of the tourism offerings of the country.

The project is in need of tour operators who will prepare an itinerary and organize the various TPB-hosted tours.

II. OBJECTIVES

1. To introduce new destinations for them to update their existing portfolio of Philippine tourism offerings;
2. To increase the number of travel agents and tour operators in the UK offering the Philippines; and,
3. To link local suppliers to participating agents that will lead to increased conversion of business.

III. SCOPE OF WORK/SERVICES

The familiarization trip will be participated by 7 UK travel trade agents, 1 DOT-UK officer and 1 TPB Officer that will be opened for bidding to qualified tour operators.

** Important Notes:*

- *The hotel accommodation, meals in hotels/restaurants, tour activities are subject to sponsorships (hosted/discounted).*
- *Submit a recommended detailed itinerary with activities listed and timings. You may refer to the rough itinerary. Please take note that you may suggest timings/activities/hotels based on the theme per module **but are still subject to the approval of TPB.***
- *Activities must be interactive and avoid rolling tours as much as possible.*

| DESTINATION | PARTICULARS | ABC |
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| Manila, Batangas and Palawan | Inclusive Dates: November 21 – 30, 2022 Number of pax: 9 pax (7 pax + 1 DOT-UK officer + 1 TPB officer) Scope of Work/Services | PHP 995,500.00 |

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| | <ul style="list-style-type: none"> ▪ All land and ferry transfers of tour participants throughout the tour following the prescribed safety protocols and approved itinerary and possible detours and stops as may be requested. <ul style="list-style-type: none"> ○ Land transfers: 2018 model or newer with drive inclusive of gas and parking fees <ul style="list-style-type: none"> ▪ Provide Pick-up and Drop-off of passengers <ul style="list-style-type: none"> • Airport/ Ferry Ports to Hotel • Hotel to Airport / Ferry Ports • Transport to, from and around Manila, Batangas and Palawan ▪ Inclusive of licensed driver with uniform and company ID, fuel, driver's meals, applicable parking, toll fees, and overtime fees. ▪ Onboard comprehensive insurance ▪ Compliant with IATF Protocols ○ Ferry transfers: Inclusion of applicable fees and most accessible port ▪ Round trip air tickets (refundable, reroutable and rebookable) with minimum of 10 kgs inclusive of terminal and other applicable fees <ul style="list-style-type: none"> ○ MNL – PPS <ul style="list-style-type: none"> ▪ PR 2785 ○ ENI – MNL <ul style="list-style-type: none"> ▪ T6 115 or later flight ▪ DOT Accredited Room Accommodation, Deluxe category with breakfast based on Single Occupancy <p><i>*hotels/resorts are subject to approval of TPB</i></p> <ul style="list-style-type: none"> ○ Batangas – 2 nights <ul style="list-style-type: none"> ▪ Must be a wellness resort featuring state-of-the-art holistic medical facilities ▪ Preferred resort the Farm at San Benito ○ Puerto Princesa – 2 nights <ul style="list-style-type: none"> ▪ Preferred location: Sabang beach ▪ Resort featuring Philippine architecture ○ El Nido – 3 nights <ul style="list-style-type: none"> ▪ Newly constructed or renovated | |
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| | <p>in the past 5 years</p> <ul style="list-style-type: none"> ▪ Preferred resorts include El Nido Resorts, Lihim, Cauayan Resorts and among others under the same category <ul style="list-style-type: none"> ○ Manila – 2 nights <ul style="list-style-type: none"> ▪ Must be located in Manila <i>close proximity to Newport World of Resorts</i> ▪ Luxury hotel with upscale facilities; ▪ Accessible to shopping, recreation and attraction areas ▪ Preferred hotel/resorts include Henry Hotel Manila, Conrad Hotel, Hilton Manila <ul style="list-style-type: none"> ▪ Full board meals throughout the trip <i>Note: meals should come with one (1) round of drinks (choice of bottled water, juice or soft drinks) and one can or bottle of beer</i> <i>*provide restaurant recommendations in destinations that are subject to approval of TPB</i> <p>Must be able to accommodate guests with dietary restrictions (i.e., halal, vegetarian, diabetic, food allergies, etc.)</p> <ul style="list-style-type: none"> ○ Manila <ul style="list-style-type: none"> ▪ Abe / Sentro ▪ Purple Yam / Lechon Degustacion ▪ Palacio de Memoria / Las Casas Filipinas de Acuzar ▪ Toyo Eatery ○ Puerto Princesa <ul style="list-style-type: none"> ▪ Badjao Seafront Restaurant ▪ Kalui Restaurant <ul style="list-style-type: none"> ▪ Incentivized, interactive and experiential tours and activities preferred including but not limited to, <ul style="list-style-type: none"> ○ Batangas <ul style="list-style-type: none"> ▪ Nutritional assessment ▪ Fitness activities ▪ Wellness programs ○ Puerto Princesa <ul style="list-style-type: none"> ▪ PPS City Tour with arts and crafts ▪ Underground river tour with ugon cave adventure | |
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| | <ul style="list-style-type: none"> ○ El Nido <ul style="list-style-type: none"> ▪ Island Hopping Tour ▪ Water sports activities ○ Manila <ul style="list-style-type: none"> ▪ Bambike tour in BGC ▪ Rizal tour (pinto museum and mt. purro nature) ▪ Old Manila Tour ▪ Cold towels and bottled water on board the vehicle ▪ Provision of licensed DOT Accredited English-speaking Tour Guides <ul style="list-style-type: none"> ○ At least three (3) years of experience ○ Must be fluent and conversant in English ○ Must have handled at least one foreign our group or foreign diplomatic/dignitaries group ○ Should have a strong sense of Philippine history, culture, art, tradition and current events. ○ Must not be convicted or found guilty of a crime or administrative offense. ○ Must submit a Curriculum Vitae (CV). ▪ Provision of itinerary booklet (with details such as activities and what to wear) and Directory of Foreign Embassies, DOT Tourism Attachés and TPB Officials to all participants. (Content and design subject to approval of TPB) ▪ Provision of hygiene kit to include at least a small bottle of alcohol, K95 masks throughout the trip, face shield (should it be required), wet wipes, tissue, vitamin C, sunscreen, mosquito repellant lotion ▪ First Aid Kit during tours and on vehicles (land/water transfer) with basic medicines (antacid for upset stomach, headache, antihistamine for allergies, diarrhea, motion sickness, etc.) and antigen kits ▪ In case of rain, provision of raincoats and golf umbrellas ▪ Coordination with the tour, activities, accommodation and meal sites | |
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| | <ul style="list-style-type: none"> ▪ Inclusion of all entrance, environmental and other applicable fees ▪ Provision of snorkeling equipment and other materials needed during activities ▪ Incidentals and other miscellaneous expenses (e.g., sampling of local delicacies, etc.) ▪ Provision for on-site related expenses amounting to PHP 40,000.00 as the need arises and billing will be based on actual costs ▪ Provision of destination-based giveaways without showing tour operator's logo and for TPB's approval ▪ Provision of banner (Design subject to approval of TPB) ▪ Comprehensive travel insurance with COVID coverage amounting to 1 million, throughout the duration of the trip (including manila part) ▪ Provision of antigen test kits for the group in the event there may be symptoms ▪ The proposals shall include detailed itineraries, itemized costs of the basic tour components, such as transportation service requirements (transfers, van/coaster hire, and boat/ferry tickets, airfare with minimum of 10 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. | |
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IV. PROJECT IMPLEMENTATION SCHEDULE

The itinerary and dates may be subject to change based on the availability of flights, accommodation, activities, and travel restrictions/quarantine status of the chosen destinations or unforeseen events. The project may reschedule to the first quarter of 2023.

V. ADDITIONAL TECHNICAL REQUIREMENTS

- DOT-accreditation Certificate
- SEC Certificate

- List of projects completed in the five (5) years in providing services related to inbound (domestic) travel handling the European market.
- Bidders should submit an itemized budget in the bid proposal that reflects the cost of accommodation, meals, and tour activities which will be billed based on actual cost. The company shall work on a minimum guarantee of five (5) pax and will be paid according to the actual number of pax serviced and delivered which shall not exceed the ABC.
- Price proposed should be adjusted, should there be sponsorship and discounts for some of the package components.
- Submit a notarized certificate of undertaking that the Tour Operator Company or travel agency concerned has free cancellation, rebooking, transferable or refundable policies.

VI. APPROVED BUDGET FOR THE CONTRACT

The ABC is **NINE HUNDRED NINETY-FIVE THOUSAND FIVE HUNDRED PESOS ONLY (PhP 995,500.00)** inclusive of service charge and all applicable taxes. A proforma invoice stating the detailed costs should be submitted together with the Bid Cost Form. The winning bid shall be determined based on the quality of the proposal with the most advantageous financial package cost, provided that the amount of bid does not exceed the above-mentioned approved budget.

VII. TERMS OF PAYMENT

Send bill arrangement to the TPB after the full completion of requirements. Payment will be based on actual cost and will be paid thirty (30) days upon the receipt of the Statement of Account (SOA) or Billing.

Payment will be made through an LBP bank deposit. Otherwise, bank charges will be shouldered by the service provider.

VIII. CONTRACT DURATION

The one-time engagement shall commence from the acceptance of the Notice to Proceed (NTP). Should there be a change in the dates of implementation due to unforeseen events, the project may be rescheduled.

IX. PROJECT OFFICERS/CONTACT PERSONS

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