

## TERMS OF REFERENCE

### SERVICES OF A TOUR OPERATOR

(as of 12 October 2022)

### FAMILIARIZATION TRIP WITH PHILIPPINE AIRLINES (PAL), CONSOLIDATORS, AND MEDIA PARTNERS

#### I. BACKGROUND

In line with the Department of Tourism (DOT) and Tourism Promotions Board (TPB)'s initiative to help the Philippine tourism industry recover from the impact of the COVID-19 pandemic, the Philippine Department of Tourism Los Angeles (PDOT LA) will conduct a joint marketing and sales campaign with Philippine Airlines (PAL), consolidators and media partners.

The COVID pandemic has brought damaging and long-term economic loss to the global travel and tourism sector. With the reopening of the Philippine borders to visa-free countries, PDOT LA finds an opportune time to start revitalizing partnerships with airlines and prepare exciting packages geared toward balikbayans, Americans, and Latin Americans through engagements with tour consolidators and agents.

We have invited trade and media partners to explore and experience the Philippines' inland and beach holiday destinations. This will also 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 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

Date : **3rd week of February 2023** (*indicative*)  
Venue : Boracay – Manila – Cebu – Bohol – Manila  
Expected No. of Participants : 12 Participants (**minimum guaranteed : 10 pax**)  
- 8 Foreign guests (trade and media)

- 2 PAL representatives (1 US-based and 1 Manila-based)
- 1 PDOT LA representative
- 1 TPB representative

### III. SCOPE OF WORK/DELIVERABLES

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

<b>LOT 1</b>		
<b>BORACAY – MANILA – CEBU – BOHOL – MANILA</b>		
16 – 24 October 2022 (indicative)		
<b>DELIVERABLES</b>	<b>SPECIFICATIONS</b>	<b>REMARKS</b>
PARTICIPANTS	Total number of participants: <b>12 Participants</b> <ul style="list-style-type: none"> <li>● Eight (8) guests</li> <li>● Two (2) PAL representatives (US and Manila-based)</li> <li>● One (1) DOT LA representative</li> <li>● One (1) TPB staff</li> </ul>	
TRANSPORTATION	<b>A. Taxes for the international and/or domestic airline tickets of the participants</b> for 11 pax (airline taxes, fuel surcharges, and other taxes) ( <i>whenever applicable</i> ) <ul style="list-style-type: none"> <li>● LA/SF/NY-MNL (10 pax)</li> <li>● MNL-MPH (11 pax)</li> <li>● MPH-MNL (11 pax)</li> <li>● MNL-CEB (11 pax)</li> <li>● TAG-MNL (11 pax)</li> <li>● MNL-LA/SF/NY (10 pax)</li> </ul> Estimated Cost: Php385,000 for 11 pax	Note: PAL Manila-based staff to take care of his domestic air tickets and taxes  Cost estimate for the rest of the group includes: a. domestic b. international
	<b>B. Fast ferry tickets via Ocean Jet</b> at the business class category for 12 pax <ul style="list-style-type: none"> <li>● Cebu City to Tagbilaran, Bohol route</li> </ul>	
	<b>C. Land transportation for the whole duration of the trip (inclusive of driver, gas, parking fees, and overtime fees):</b> <ul style="list-style-type: none"> <li>● Two (2) vans (2018 model or newer) or minibus with driver (inclusive of gas, parking fees, toll fees, and overtime fees) in Manila, Boracay, Manila, Cebu, Bohol, and Manila;</li> <li>● Additional one (1) van for luggage (inclusive of driver and gas) in Manila, Boracay, Manila, Cebu, Bohol, Manila</li> </ul>	Note: <ul style="list-style-type: none"> <li>● Assigned Drivers should have a negative RT-PCR (COVID-19) test 48 hours before the tour proper c/o supplier.</li> <li>● Clean, comfortable, and tourist-friendly transportation vehicles</li> </ul>

	<ul style="list-style-type: none"> <li>● Inclusive of point-to-point shuttle service for TPB staff</li> </ul>	<ul style="list-style-type: none"> <li>● Uniformed, presentable and trained Drivers</li> </ul>
TRAVEL INSURANCE	D. <b>Comprehensive travel insurance</b> for 11 pax (guests, PAL, DOT, and TPB representatives) with medical coverage for COVID-19	Note: PAL Manila-based staff to take care of his travel insurance
ACCOMMODATION	<p>E. <b>Room Accommodation requirements:</b></p> <ul style="list-style-type: none"> <li>● Must be DOT-accredited</li> <li>● Deluxe category (with a view if available)</li> <li>● 11 rooms – single occupancy</li> <li>● With breakfast</li> </ul> <ul style="list-style-type: none"> <li>- <b>Boracay leg</b> : 3 days / 2 nights 3rd week of February 2023 (indicative) <i>Preferred hotel: Discovery Shores</i></li> <li>- <b>Manila leg</b> : overnight 3rd week of February 2023 (indicative) <i>Preferred hotel: Conrad Hotel</i></li> <li>- <b>Cebu leg</b> : 4 days / 3 nights 3rd week of February 2023 (indicative) <i>Preferred hotel: Shangri-la Mactan Resort &amp; Spa</i></li> <li>- <b>Bohol leg</b> : overnight 3rd week of February 2023 (indicative) <i>Preferred hotel: Mithi Resort &amp; Spa</i></li> <li>- <b>Manila leg</b> : overnight 3rd week of February 2023 (indicative) <i>Preferred hotel: Conrad Hotel</i></li> </ul> <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>PAL Manila-based staff to take care of his accommodation</p> <p>Should DOT/TPB be able to secure sponsorship or special hotel rates the supplier will deduct this from the final bill (to be conferred with TPB)</p>
MEALS AND BEVERAGES	<p>F. <b>Meals and beverages for the whole duration of the trip</b> for guests and PAL/DOT/TPB representatives or a total of 12 pax :</p> <ol style="list-style-type: none"> <li>1. Breakfast <i>(packed to be arranged, if applicable)</i></li> <li>2. Lunch and Dinner</li> <li>3. AM &amp; PM Snacks Onboard <i>(with cold towels)</i></li> </ol>	<p>Notes:</p> <ul style="list-style-type: none"> <li>● TPB representative to finalize the order of meals based on the itinerary. The cost per meal should be reflected in the bidder's proposal.</li> <li>● Lunch and Dinner throughout the</li> </ul>

	<p><i>Note :</i></p> <ul style="list-style-type: none"> <li>• <i>Cost of F&amp;B per day is Php2,200.00 per person, inclusive of AM/PM snacks, Lunch, and Dinner</i></li> <li>• <i>Submit at least three (3) menu proposals per destination for approval of TPB</i></li> <li>• <i>Bidders should be willing to accommodate dietary restrictions</i></li> </ul>	<p>duration of the tour with one (1) round of drinks</p> <ul style="list-style-type: none"> <li>• Should DOT/TPB be able to secure meal hosting, the supplier will deduct this from the final bill (to be conferred with TPB)</li> </ul>
ITINERARY	<p><b>G. Interactive / experiential tours and activities preferred</b> (please see the attached itinerary)</p> <p><i>Notes:</i>  <i>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.</i></p> <p><i>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</i></p>	
TOUR KITS	<p><b>H. Incentivized tour kit/travel necessities</b> per pax – surgical masks (at least 2 per day), facial tissue, disinfectant wipes, hand sanitizer/alcohol (at least 70% alcohol solution), mints, mosquito repellent, disposable hooded emergency raincoat, towel, folded umbrella, blow bag, etc.</p>	
GIVEAWAYS	<p><b>I. Provision of giveaways</b> using green and sustainable items or eco-friendly (subject to the approval of the TPB)  Budget: PhP1,500 per pax</p>	
TOUR SIGNAGES AND BANNER	<p><b>J. Banners (for group picture) and appropriate signage,</b> design/specs subject to TPB’s approval</p>	
TOUR COORDINATOR	<p><b>K. Provision of one (1) tour coordinator and one (1) local tour guide per destination to accompany the group for the duration of the trip.</b></p> <p><i>Note:</i>  <i>The tour coordinator and tour guide shall coordinate closely with the TPB Project Officer on all other matters required for the smooth implementation of the tour.</i></p>	<p><i>Note:</i>  All assigned personnel of the service provider should have a negative RT-PCR Test c/o of bidder (tour coordinator, tour guide, and driver)</p>
OTHERS	<p><b>L. RT-PCR (COVID-19 test)</b> as may be required by the LGU</p>	
	<p><b>M. Incidental and other miscellaneous expenses</b> (e.g., sampling of local delicacies, permits, entrance fees, environmental fees, terminal fees, toll fees, parking fees, porter fees, communication expenses, gasoline, bottled water expenses, etc.)</p>	

	N. <b>Provision for on-site related expenses</b> amounting to at least Php35,000.00	
	O. <b>First Aid Kit</b> 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**

The tour operator will provide the services mentioned from **3rd week of February 2023 (indicative)** based on the attached itinerary.

**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. Payment processing 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 (as attached);
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.

Note: 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 experience in organizing and coordinating travel arrangements, specifically within NCR, Region 4B and 6;

**VIII. APPROVED BUDGET FOR THE CONTRACT (ABC)**

The approved budget is **TWO MILLION ONE HUNDRED THOUSAND PESOS ONLY (PHP 2,100,000.00)** 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.**

<b>LOT 1</b>	
<b>Particulars / Milestones</b>	<b>Terms of Payment</b>
<b>First tranche:</b> Bookings and reservations of all deliverables indicated in the Terms of Reference (accommodation, transportation, guides, activities, etc.)	15% of the total contract price
<b>Second tranche:</b> After successful implementation of the Familiarization Trip	75% of the total contract price
<b>Third tranche:</b> <submission of deliverables after the tour> with final SOA and other documents needed for payment processing	10% of the total contract price
<b>TOTAL CONTRACT PRICE</b> <i>(inclusive of service charge and all applicable taxes)</i>	<b>100%</b>

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

**TOURISM PROMOTIONS BOARD PHILIPPINES**  
 ATTENTION : Ms. 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. In case the supplier does not have a Landbank account, the supplier will shoulder bank charges.

**X. CONTACT INFORMATION**

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