

TERMS OF REFERENCE

SERVICES OF A TOUR OPERATOR

(as of 11 October 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 southern USA 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 1 (Houston and Dallas, Texas)

Date	:	22 February – 03 March 2023 (<i>indicative</i>)
Venue	:	Cebu – Boracay – Palawan – Manila
Expected No. of Participants	:	12 Participants (<i>indicative</i>)
		- 9 US (foreign trade and media)
		- 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 1 HOUSTON/DALLAS, TEXAS (SOUTHWESTERN USA) CEBU – BORACAY – PALAWAN – MANILA 22 February – 03 March 2023 (indicative)		
DELIVERABLES	SPECIFICATIONS	REMARKS
PARTICIPANTS	Total number of participants: 12 participants <ul style="list-style-type: none"> ● Nine (9) guests ● One (1) DOT LA representative ● Two (2) TPB representatives <p><i>Note: Min. guaranteed pax - 10 participants</i></p>	
TRANSPORTATION	<p>A. International Ticket for one (1) PDOT Los Angeles representative, regular/ economy class, re-bookable, re-routable with a baggage allowance of 20 kilos inclusive of taxes, fuel surcharge, and other fees</p> <ul style="list-style-type: none"> ● LAX – CEB <i>Preferred Flights: PR 103 PR 2845</i> <i>21:00 ETD LAX 04:25 ETA MNL (20 Feb)</i> <i>06:25 ETD MNL 07:55 ETA CEB (22 Feb)</i> ● MNL – LAX <i>Preferred Flight: PR 102</i> <i>21:00 ETD MNL 18:00 ETA LAX (03 Mar)</i> <p>B. Domestic Airline Tickets – regular/economy class, 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</p> <ul style="list-style-type: none"> ● Manila (MNL) to Cebu (CEB) <ul style="list-style-type: none"> · 21 February for 2 pax <i>Preferred Flight: PR 2867</i> <i>14:45 ETD MNL 16:20 ETA CEB</i> ● Cebu (CEB) to Boracay (MPH) <ul style="list-style-type: none"> · 25 February for 12 pax <i>Preferred Flight: PR 2359</i> <i>10:40 ETD CEB 11:30 ETA MPH</i> ● Boracay (MPH) to Coron (USU) <ul style="list-style-type: none"> · 27 February for 12 pax <i>Preferred Flight: PR 2038 PR 2965</i> <i>11:45 ETD MPH 13:10 ETA MNL</i> <i>14:30 ETD MNL 15:35 ETA USU</i> 	

	<ul style="list-style-type: none"> ● Coron (USU) to Manila (MNL) <ul style="list-style-type: none"> · 01 March for 12 pax <i>Preferred Flight: PR 2964</i> <i>12:10 ETD USU 13:15 ETA MNL</i> <p>C. Transportation for the whole duration of the trip (inclusive of gas, parking fees, toll fees, meals, and overtime fees)</p> <ol style="list-style-type: none"> 1. At least one (1) coaster or at least two (2) air-conditioned and well-sanitized 12-seater vans (2018 model or newer) with a driver; 2. Additional one (1) van for luggage (inclusive of driver and gas) 3. 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 	<p>Note:</p> <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, 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 – 1 night stay <ul style="list-style-type: none"> · 21 – 22 February <i>Preferred hotel: Sheraton Cebu Mactan</i> <p>E2. Ten (10) Single Occupancy and one (1) Double Occupancy with the following room nights:</p> <ul style="list-style-type: none"> ● Cebu – 3 nights stay <ul style="list-style-type: none"> · 22 – 25 February <i>Preferred hotel: Sheraton Cebu Mactan</i> ● Boracay – 2 nights stay <ul style="list-style-type: none"> · 25 – 27 February <i>Preferred Hotel: Crimson Resort/ Discovery Shores/ The Lind Boracay</i> 	<p>Note:</p> <p>The property must observe IATF health and safety protocols on COVID-19 prevention.</p>

	<ul style="list-style-type: none"> ● Palawan – 2 nights stays <ul style="list-style-type: none"> · 27 February – 01 March <i>Preferred hotel: Club Paradise</i> ● Manila – 2 nights stay <ul style="list-style-type: none"> · 01 – 03 March <i>Preferred hotel: The Peninsula Manila</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>	
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 2,500.00 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: Sheraton Cebu Mactan</i></p> <ul style="list-style-type: none"> ● Date: 23 February <i>*Estimated cost: PHP 200,000.00</i> 	
GIVEAWAYS	<p>H. Provision of sustainable giveaways without showing the tour operator’s logo and subject to TPB’s approval <i>*Estimated cost: PHP 1,500.00/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 requirements: 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	<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>	<p>Note: Preferably organic, sustainable, and eco-friendly</p>
	<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 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"> • A 3-min video presentation covering the duration of the tour to be submitted together with the SOA. 	<p>Note: Photographer and videographer must be fully-vaccinated</p>
TOUR COORDINATORS	<p>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.</p> <p>Tour Coordinator must have handled at least 3 groups with international participants, list of groups handled/assisted to be submitted during the bid opening.</p> <p>Tour Guide must be DOT-Accredited, with a Certificate of Accreditation to be submitted five (5) days before the scheduled trip</p> <p>Note: The tour coordinator and tour guide shall work in close coordination with the TPB Project Officer on</p>	<p>Note:</p> <ul style="list-style-type: none"> • The tour coordinator and tour guide must be fully-vaccinated • Tour personnel assigned to the group must present a NEGATIVE RT PCR Test taken within 48 hours prior to the start of their deployment

	all other matters required for the smooth implementation of the tour	
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. Provision for RT PCR (COVID – 19 Test) as may be required by the LGU at the time of travel	

IV. PROJECT IMPLEMENTATION SCHEDULE

The tour operator is to provide the mentioned services on **21 February – 03 March 2023** (indicative).

Please see 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. Tour personnel assigned to the trip must submit a NEGATIVE RT-PCR test taken within 48 hours prior to the date of the tour
4. 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.
5. 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 budget is **THREE MILLION ONE HUNDRED THOUSAND PESOS ONLY (PHP 3,100,000.00)** 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.

LOT 1	
HOUSTON/DALLAS, 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 1	100%

<i>(inclusive of service charge and all applicable taxes)</i>	
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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

Name : **MS. CHRISTIE N. NAVARRO**
Acting Head, The Americas Division
Contact No. : (02) 8525 9318 to 27 loc. 232
E-mail Address : christie_navarro@tpb.gov.ph

Name : **MS. JANE MARIELLE R. FRANCISCO**
Market Specialist, The Americas Division (Project Officer)
Contact No. : (02) 8525 9318 to 27 loc. 234
E-mail Address : jane_francisco@tpb.gov.ph