

TECHNICAL SPECIFICATIONS

SERVICES OF A TOUR OPERATOR FOR THE TPB/DOT OSAKA- WEST JAPAN AGENTS FAMILIARIZATION TOUR

12-16 May 2023 | Manila and Cebu

I. Background

Japan has been consistently one of the top source markets for Philippine tourism in the previous years. To help revitalize and stimulate the Japanese travel market, a familiarization tour for travel agents will be conducted.

With the easing of border restrictions, it is high time to bring back travel agents' familiarization tour so that they are updated about the new developments of our destinations. More importantly, it will help assure them that the Philippines is a safe destination and is tourist-ready for their clients in the "new normal" environment.

Travel agents are very niche-focused; it is therefore essential that they are knowledgeable and experts in the area that they specialize. When they experience a destination first-hand, they can better relay information to their customers. They sell destinations and have reputations and relationships to promote and protect. They want their customers to have great experience of the destination. Thus, experiencing good and quality service will give them assurance that their customers will be treated the same.

Description of the project:

1. This familiarization tour targets the participation of six (6) travel agencies with a marketing office in West Japan. (Note: most travel agencies have marketing offices located in Tokyo)
2. Top producing agents and agents selected by partner airlines shall be prioritized and selected for the program
3. Agents shall provide a thorough assessment and evaluation of the program to help improve the destination or the ensuing tour package
4. Agents shall agree to be interviewed by the media regarding the trip.

II. Objectives

1. To make the Japanese travel agents experience new developments in Manila and Cebu.
2. To introduce new travel products and information to agents with the end view of developing new travel packages/itineraries for the Philippines.
3. To communicate to these agents that the Philippines' travel and safety protocols are at par with Japan and the global standards
4. To help reposition the country as a value for money tourist destination in Southeast Asia

III. Scope of Work/Services

- The project requires the services of a tour operator who will help and assist in the implementation of the said familiarization tour based on the rough itinerary prepared by TPB.
- The trip will be participated by 6 travel agents, 1 DOT Osaka staff, and 1 TPB Project Officer.
- Secured sponsorship or discounted rates should be deducted to total expenses.
- 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.

DELIVERABLES	SPECIFICATIONS
I. International Air Tickets Taxes and Surcharges @ PHP 40,000.00/pax	
6 Japanese travel agents and 1 DOT Osaka staff (7 pax) Duration: 12-16 May 2023	Osaka-Manila-Osaka 12 May: KIX-MNL 16 May: MNL-KIX
II. Travel Insurance	Comprehensive Travel insurance with COVID-19 coverage worth PHP 1,000,000.00/pax (8 pax)
III. Domestic Air Tickets @ PHP 10,000/pax 6 Japanese travel agents, 1 DOT Osaka staff, and 1 TPB Project Officer (8 pax) <i>Note: airline tickets should be refundable if the passenger is unable to travel due to COVID19 Disease with confirmed positive RT-PCR tests, upon due advice to the ticket issuer prior to departure</i>	Manila-Cebu-Manila (8 pax)
IV. Accommodation	
1. Manila Check-in dates: 12-13 May 2023 Room nights: 1 night Preferred hotel: Hotel Okura Check-in dates: 15-16 May 2023 Room nights: 1 night Preferred hotel: Okada Manila 2. Cebu Check-in dates: 13-15 May 2023 Room nights: 2 nights Preferred hotel: Shangri-La Mactan	a. Hotels used for the tours should be DOT-accredited b. Deluxe / 4 to 5-star category with upscale facilities c. Accessible to shopping, recreation, and attraction areas (please refer to the attached itinerary) d. Provision of 8 rooms based on single occupancy in a deluxe room category or its equivalent room category with breakfast

<p>V. Transportation</p>	<p>Land transportation with driver for the whole duration of the trip inclusive of the following requirements:</p> <p>Type of Transportation (in Manila and Cebu):</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 (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>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>VI. Tour Activities</p>	

	<p>A. Interactive/experiential tours and wellness activities preferred for 8 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>B. 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>C. Two banners (for group picture) and appropriate signage, design/specs subject to TPB’s approval</p>
<p>VII. Meals</p>	<p>Meals and beverages for the whole duration of the trip for 8 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. Lunch: Php 1,500/pax/day x 8 pax x 5 days b. Dinner: Php 1,500/pax/day x 8 pax x 5 days</p> <p>Notes:</p> <ul style="list-style-type: none"> • Meals are subject to the approval of the TPB representative. The budget per meal should be reflected in the bidder's proposal. • If plated meal, there should be at least 3 viands

<p>VIII. Photographer and Coordinator</p>	<p>A. 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>B. 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> <p><i>Note: Please submit a Curriculum Vitae of the tour coordinator together with the bid proposal.</i></p>
<p>IX. Tour Guide</p>	<p>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>X. Miscellaneous Expenses (e.g., sampling of local delicacies, permits, entrance fees, environmental fees, terminal fees, toll fees, parking fees, porter fees, communication expenses, gasoline, water expenses, etc.)</p>	<p>PHP 27,500.00</p>
<p>XI. Other requirements</p>	

<ul style="list-style-type: none"> - Provision of travel kits for all the participants 	<ul style="list-style-type: none"> a. Cold towels and bottled water on board the vehicle b. Provision of hygiene kit to include at least a small bottle of alcohol, K95 masks throughout the entire trip, wet wipes, tissue, sunscreen, and mosquito repellent lotion. c. First aid kit during tours and on vehicles with basic medicines (antacid for upset stomach, headache, an antihistamine for allergies, diarrhea, motion sickness, etc.) d. Provision of raincoats and golf umbrellas in case of rain
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IV. Project Implementation Schedule

12-16 May 2023 | Manila and Cebu *Indicative Date

V. 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 Curriculum Vitae of the tour coordinator together with the bid proposal

Qualification of bidders:

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

IV. Approved Budget for the Contract (ABC)

The approved budget for the contract is **NINE HUNDRED NINETY-NINE THOUSAND FIVE HUNDRED PESOS ONLY (PHP999,500.00)** 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).

IX. Project Officers Contact Information

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