

# **TECHNICAL SPECIFICATIONS**

## **SERVICES OF A TOUR OPERATOR FOR THE CONDUCT OF CHINESE TRAVEL AGENTS FAMILIARIZATION TOUR**

### **I. BACKGROUND**

Prior to the pandemic, China was the biggest source of outbound traffic as well as international tourism expenditures in the world with a total of US\$ 127.5 billion from 153 million Chinese traveling overseas. Similarly, China was the Philippines' second largest source market with 1.74 million tourists and contributed US\$ 2.33 billion to the economy in terms of tourism receipts.

With three (3) years being closed down for international travel, tourist traffic from China to the Philippines declined drastically. In 2022 alone, there were only 37,000 tourist arrivals from China which was only 2.12% of the 2019 arrivals.

On January 8, 2023, the Chinese government declared that China's borders are open for international travel. There was a lot of optimism in the market. The five-one policy restricting international flights to one (1) time per day was lifted and airlines are now allowed to apply for multiple flights. In 2019, the estimated total seat capacity for direct flights from China, for both commercial and charter flights, reached 2,086,240. Its total arrivals of 1,740,000 represent 83.4% seat capacity from these flights. Most of these seats are being provided by travel agents, OTAs, and charter agents to consumers.

Relatively, travel agents are allowed to sell outbound tour products in the market while consumers have the confidence to revisit the Philippines as it is known as a safe and tourist-friendly destination.

With the objective of bringing back tourist traffic to the country by restoring direct flights and offering Philippine tour products to Chinese tourists, inviting travel agents for a familiarization trip will encourage and give them the confidence to sell the Philippine tour packages to the market. The familiarization trip will also be conducted in anticipation of the summer holiday in China in July following the opening of the borders of China last 08 January 2023. The proposed familiarization trip will invite travel agents from Shanghai, Guangzhou, and Xiamen and will cover Palawan, Cebu/Bohol, and Boracay.

In addition, a B2B meeting will be arranged in Manila upon their return from the destinations to maximize the agents' visit to the country.

### **II. OBJECTIVES**

- To introduce new destinations to Chinese travel agents and encourage them to develop and sell packages of Philippine destinations as China's international borders open;
- To open or support new flights from China to the Philippines
- To establish new or reinforce linkages between Chinese travel agents and Philippine travel industry suppliers;

- To create positive image in the market for the Philippines as a safe and fun destination to travel to when border opens;
- To increase actual arrivals from Southern China starting July 2023.

### III. SCOPE OF WORK/SERVICES

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

<p style="text-align: center;"><b>MANILA</b> Indicative dates: 26-30 June 2023 <b>ABC: 471,750.00</b></p>		
<b>DELIVERABLES</b>	<b>SPECIFICATION</b>	<b>REMARKS</b>
<b>PARTICIPANTS</b>	<p>Total number of participants: 33 participants</p> <ul style="list-style-type: none"> <li>• 30 participants</li> <li>• 3 TPB</li> </ul>	<p>Note: For excess in the number of participants, the winning tour operator shall charge the TPB-based on the rate of the tour package computed per pax.</p>
<b>TRANSPORTATION</b>	<p>a. 3 units of coaster or 1 bus</p> <ul style="list-style-type: none"> <li>• Vehicles maintained in accordance with Philippine laws on technical safety requirements of vehicles</li> <li>• Comply with IATF protocols/guidelines on safety, capacity, and coverage; daily disinfection of</li> </ul>	<ul style="list-style-type: none"> <li>• Assigned Drivers should have a negative RT-PCR (COVID-19) test result taken 48 hours before the tour proper c/o supplier.</li> <li>• Driver should have strong navigation skills, uniformed, presentable and experienced in</li> </ul>

	<p>vehicle; ensure cleanliness at all times</p> <ul style="list-style-type: none"> <li>● Vehicle year model must be at least 2018 or newer; should the vehicle develop any mechanical fault in transit, the tour operator must have a replacement within an hour.</li> <li>● Vehicles must be equipped with the following: Climate control or air-conditioning, PA system and CCTVs; Onboard insurance and third-party liability insurance; with universal sliding windows and safety belts for all seats; GPS or waze and charging units for phones; with onboard first-aid kit; with provision of wet tissue, alcohol, mineral water and mints</li> <li>● Maximum of 15 hours per day inclusive of overtime and driver's fee</li> </ul>	<p>interacting with foreign guests.</p>
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	<ul style="list-style-type: none"> <li>● Must include driver's fee as well as his food, RT/PCR test, PPEs and other miscellaneous cost, maintenance cost, gasoline, lubricant, parking fee, toll fee, other consumable cost and other related on-site expenses.</li> <li>● All vehicles must be DOT-accredited</li> </ul>	
<b>ACCOMMODATION</b>	<ul style="list-style-type: none"> <li>- Must be DOT-Accredited property</li> <li>- Must be in a deluxe room category or its equivalent category with breakfast in at least four-to-five star with upscale facilities</li> <li>- 33 single occupancy</li> <li>- Room nights: 1 night</li> </ul>	Preferred Hotels: <ul style="list-style-type: none"> <li>- Marriott</li> <li>- Hilton</li> </ul>
<b>MEALS AND BEVERAGES</b>	Provision of cocktail reception in a function room for 33 pax	<ul style="list-style-type: none"> <li>- The budget per meal should be reflected in the bidder's proposal.</li> <li>- Must be able to accommodate guests with dietary restrictions (i.e. halal and pork-free, vegetarian, diabetic, food allergies, etc.).</li> <li>- Should DOT/TPB be able to secure meal hosting,</li> </ul>

		the supplier will deduct this from the final bill (to be conferred with TPB).
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#### **GENERAL INCLUSIONS/ OTHER TERMS AND CONDITIONS**

- a. Assistance in preparing/securing entry documents, as may be necessary.
- b. Willingness to respond to immediate/unforeseen changes in specifications.
- c. 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.
- d. Bidders must adhere to the DOT Guidelines from the Memorandum Circular No. 2020-008 and 2020-011 and the IATF Safety Guidelines and Protocols.

#### **IV. PROJECT IMPLEMENTATION SCHEDULE**

A tour operator to provide the mentioned services from the following indicative schedule based on the attached itinerary.

#### **V. ADDITIONAL TECHNICAL REQUIREMENTS**

1. CV for Tour Coordinator
2. DOT Accreditation Certificate

#### **QUALIFICATION OF BIDDERS**

- a. Must be Filipino-owned, operated, and legally registered tour services company under Philippine laws.
- b. 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);
- c. 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 for tours, events, and the likes with foreign participants;

- d. Must have a professional track record in handling international groups in the last five (5) years and handled at least five (5) similar projects.
- e. Must have experience in organizing and coordinating travel arrangements, specifically within NCR, Reg IV-B, VI, VII

## **VI. APPROVED BUDGET FOR THE CONTRACT (ABC)**

The total ABC for the project lots is **FOUR HUNDRED SEVENTY-ONE THOUSAND SEVEN HUNDRED FIFTY PESOS (PHP 471,750.00)** inclusive of all taxes and fees, provided that the amount of the bid does not exceed the above-mentioned approved budget.

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. TERMS OF PAYMENT**

<b>PARTICULARS/MILESTONE</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; with final SOA and other documents needed for payment processing	85% of the total contract price
<b>TOTAL CONTRACT PRICE</b>	<b>100%</b> (inclusive of service charge and all applicable taxes)

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

**MICKA ANJELLA D. CALZADO**

Acting Head, North Asia Division

4F Legaspi Towers 300, Roxas Blvd., Manila 1004

The supplier is 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:**

The contract shall commence from the date of receipt of the Notice to Proceed (NTP) until the full implementation of all deliverables.

**IX. PROJECT OFFICER CONTACT INFORMATION**

Name : **MS. GEMMA ISIC**  
Contact No. : 02 8 525 9318 loc. 292  
Email : gemma\_isic@tpb.gov.ph