

ANNEX A_TERMS OF REFERENCE

SERVICES OF A TOUR OPERATOR

(as of 26 June 2023)

JOINT FAMILIARIZATION TRIP IN PARTNERSHIP WITH EVA AIRWAYS

25 September – 01 October 2023 (indicative)

Clark / Bataan / Zambales / Pampanga

I. BACKGROUND

In line with the Department of Tourism (DOT) and Tourism Promotions Board (TPB)'s initiative to promote new gateways and introduce other developed Philippine destinations to the US market, the Philippine Department of Tourism Los Angeles (PDOT LA) will conduct a joint familiarization trip with EVA Airways.

EVA Airways (EVA) flies 7x weekly to the Philippines via Taipei with connecting flights to Manila, Cebu, and now Clark.

With EVA Airways brand new flight offering to the Philippines, the PDOT LA would like to embark into a joint sales campaign to generate actual air tickets among agents followed by a familiarization trip with the airlines to introduce the alternative gateway to Clark from the United States and promote and highlight the destinations in region 3.

II. OBJECTIVES

- To support the call to intensify promotional and marketing efforts of the DOT and TPB in North America.
- To partner with EVA Airways in promoting the Philippines domestic destinations and attractions to top revenue agents.
- To promote other Philippine gateways and destinations.

III. DETAILS OF THE EVENT

Date : **25 September - 01 October 2023 (indicative)**
Venue : Clark / Bataan / Zambales / Pampanga
Expected No. of Participants : **11 Participants (minimum guaranteed: 10 pax)**

- 9 EVA Air agents
- 1 EVA Air representative
- 1 TPB project officer

III. SCOPE OF WORK/DELIVERABLES

The TPB shall procure the services of a tour operator to undertake the following requirements:

LOT 1 CLARK – BATAAN – ZAMBALES – PAMPANGA / 25 SEPTEMBER – 01 OCTOBER 2023 (indicative)		
DELIVERABLES	SPECIFICATIONS	REMARKS

PARTICIPANTS	<p>Total number of participants: 11 Participants</p> <ul style="list-style-type: none"> • Nine (9) agents • One (1) EVA Air representative • One (1) TPB project officer 	<p>International airtickets – Los Angeles – Manila – Los Angeles c/o EVA Airways</p>
	<p>A. Land transportation for the whole duration of the trip (inclusive of driver, gas, parking fees, and overtime fees):</p> <ul style="list-style-type: none"> • One (1) minibus/coaster (2018 model or newer) with driver (inclusive of gas, parking fees, toll fees, and overtime fees) in Clark, Bataan, Zambales, Pampanga. • Including point-to-point shuttle service for TPB staff. 	<p>Note:</p> <ul style="list-style-type: none"> • Assigned drivers, tour coordinator and tour guide should be fully vaccinated with at least one (1) booster, and should do a self-administered antigen test before start of the tour • Clean, comfortable, and tourist-friendly transportation vehicles • Uniformed, presentable and trained drivers
TRAVEL INSURANCE	<p>B. Comprehensive travel insurance for 11 pax (agents, EVA Air and TPB representatives)</p>	
ACCOMMODATION	<p>C. Room Accommodation requirements:</p> <ul style="list-style-type: none"> • Must be DOT-accredited • Deluxe category (with a view if available) • 11 rooms – single occupancy • With breakfast buffet <p>Clark: 7 days / 6 nights 25 September - 01 October 2023 (indicative) <i>Preferred hotel:</i></p> <ul style="list-style-type: none"> • Clark Marriott Hotel or Midori Clark Hotel & Casino (3 nights) • Hilton Clark Sun Valley Resort or Swissotel Clark (3 nights) <p><i>Note:</i> Provision for early check-in and/or late checkout based on the itinerary.</p>	
MEALS AND BEVERAGES	<p>D. Meals and beverages for the whole duration of the trip for 11 pax:</p> <ol style="list-style-type: none"> 1. Breakfast (<i>packed to be arranged, if applicable</i>) 2. Lunch and Dinner (@Php800 per meal) 3. AM & PM Snacks Onboard (@Php300 per snacks) <p><i>Note:</i></p> <ul style="list-style-type: none"> • TPB to approve menu proposals per destination • Bidder to accommodate dietary restrictions 	<p>Notes:</p> <ul style="list-style-type: none"> • Lunch and Dinner throughout the duration of the tour to include one (1) round of drinks • Should DOT/TPB be able to secure meal hosting, the supplier will deduct this from the final bill (to be conferred with TPB)
ITINERARY	<p>E. Interactive/experiential tours and activities based on the itinerary</p> <p><i>Notes:</i> Tour activities and dates are subject to change based on recommendations of the TPB, DOT foreign and regional offices, and concerned LGU on local travel restrictions.</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>F. Incentivized tour kit/travel necessities per pax – surgical masks (at least 2 per day), facial tissue,</p>	

	disinfectant wipes, hand sanitizer/alcohol (at least 70% alcohol solution), mints, mosquito repellent.	
GIVEAWAYS	G. Provision of giveaways using green and sustainable items or eco-friendly (subject to the approval of the TPB) * Budget: PhP1,500 per pax	
TOUR SIGNAGES AND BANNER	H. Banner (for group picture) and appropriate signage	Note: Design/specs subject to TPB's approval
TOUR COORDINATOR	I. Provision of one (1) tour coordinator and one (1) local tour guide per destination to accompany the group for the duration of the trip. <i>Note: 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>	Note: • All assigned personnel of the service provider (tour coordinator, tour guide, and driver) should be fully vaccinated with at least one (1) booster and should do a self-administered antigen test before start of the tour
OTHERS	J. Antigen kits – 11 boxes	
	K. Incidental and other miscellaneous expenses (e.g., permits, entrance fees, environmental fees, communication expenses, etc.)	
	L. Provision for on-site related expenses amounting to at least PhP35,000.00 (e.g. food sampling, etc.)	
	M. First Aid Kit 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 **25 September – 01 October 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 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 transfers, accommodation with breakfast, F&B, giveaways, incentive kits, etc.
3. 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 region 3.

VIII. APPROVED BUDGET FOR THE CONTRACT (ABC)

The approved budget is **ONE MILLION TWO HUNDRED THOUSAND PESOS ONLY (PhP1,200,000.00)** 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	
Particulars / Milestones	Terms of Payment
First tranche: Confirmed bookings and reservations of all deliverables indicated in the Terms of Reference (accommodation, transportation, guides, activities, etc.)	15% of the total contract price
Second tranche: After successful implementation of the Familiarization Trip and submission of deliverables after the tour with final SOA and other documents needed for payment processing	85% of the total contract price

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

TOURISM PROMOTIONS BOARD PHILIPPINES
ATTENTION : 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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