

TECHNICAL SPECIFICATIONS

SERVICES OF A TOUR OPERATOR FOR THE CANADA ROADSHOW AND FAMILIARIZATION TRIP IN PARTNERSHIP WITH AN ASIAN TOURISM ORGANIZATION, TOUR OPERATOR AND AIRLINE

I. BACKGROUND

The Philippine Department of Tourism San Francisco office through the Americas Division will spearhead a Canada Roadshow and Familiarization Trip in Partnership with an Asian Tourism Organization, Tour Operator and Airline by bringing in Canadian Tour Operators and Agents to experience the Philippines' new and safe product circuit offerings and destinations.

The Canada Roadshow and Familiarization Trip will be a joint marketing partnership with One Dream Travel, a Canada-based tour operator, Taiwan Tourism Bureau, and China Airlines. The roadshow will feature a business-to-business networking activity covering the cities of Vancouver, Calgary and Edmonton, wherein we will be inviting eighty (80) travel trade participants per city, and, Victoria with thirty (30) travel trade participants.

The familiarization trip will be implemented as a twin destination tour in partnership with Taiwan Tourism Bureau and will cover five (5) days per country. The highlight of the Philippine leg of the tour will focus on Heritage, Culinary, and Sun and Beach.

II. OBJECTIVES

- Educate the travel agents in West Canada on the Philippine destinations and latest product offerings;
- Expand the database of Canadian travel agents selling and promoting the Philippines;
- Capitalize on the partnerships with other Asian Tourism Organizations, Tour Operators and Airlines; and
- Strengthen Twin Destination programs that will make the Philippines more competitive and attractive.

III. SCOPE OF WORK/DELIVERABLES

Date	:	24 – 28 September 2023 (Indicative Date)
Venue	:	Cebu – Bohol
Expected No. of Participants	:	12 Persons (<i>minimum guarantee of 10 persons</i>) <ul style="list-style-type: none">- 11 Foreign Guests (Travel Trade)- 1 TPB Representative

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

CEBU – BOHOL		
24 – 28 September 2023 (Indicative Date)		
DELIVERABLES	SPECIFICATIONS	REMARKS
PARTICIPANTS	<p>Total number of participants: 12 Persons</p> <ul style="list-style-type: none"> Eleven (11) Foreign Guests One (1) TPB Representative 	
TRANSPORTATION	<p>A. Domestic Airline Ticket for one (1) TPB Representative (inclusive of taxes, fuel surcharges and other fees):</p> <p><i>Preferred flights (Indicative):</i></p> <ul style="list-style-type: none"> MNL-CEB (1 pax) 24 Sep 2023 PR2849 08:05 MNL – 09:35 CEB CEB-MNL (1 pax) 28 Sep 2023 PR2854 14:10 CEB – 15:55 MNL 	
	<p>B. Sea Transportation for twelve (12) Participants (inclusive of taxes, fuel surcharges and other fees):</p> <p><i>Preferred travel details via OceanJet (Indicative):</i></p> <ul style="list-style-type: none"> CEB-TAG (12 pax) 25 Sep 2023 08:20 CEB – 10:20 TAG TAG-CEB (12 pax) 27 Sep 2023 10:40 TAG – 12:40 CEB 	
	<p>C. Land Transportation for the whole duration of the trip (inclusive of driver, gas, parking fees, toll fees and overtime fees):</p> <ul style="list-style-type: none"> One (1) coaster (2009 model or newer) with driver (inclusive of gas, parking fees, toll fees, and overtime fees) for Cebu and Bohol leg; Additional one (1) van for luggage (inclusive of driver and gas) for all tour legs; Inclusive of point-to-point shuttle service for TPB staff (Airport to Hotel and vice versa) Venues and tourism destinations as well as activities indicated in the tour itinerary Provision of enough umbrellas for the passengers/guests 	<p>Note:</p> <ul style="list-style-type: none"> Assigned drivers should be fully vaccinated with at least one booster shot. Must present a negative antigen test result taken within 24 hours prior to the start of the tour. Antigen test may be self-administered. Clean, comfortable, and tourist-friendly transportation vehicles Uniformed, presentable and trained Drivers

		<ul style="list-style-type: none"> Transportation requirements are based on the itinerary
TRAVEL INSURANCE	D. Comprehensive Travel Insurance for 12 pax (Travel trade guests, and TPB representative) with medical coverage for COVID-19	<p>Note:</p> <ul style="list-style-type: none"> Comprehensive Travel Insurance with COVID-19 coverage worth PHP 1,000,000.00 per pax
ACCOMMODATION	<p>E. Room Accommodation requirements:</p> <ul style="list-style-type: none"> Must be DOT-accredited Deluxe category (with a view if available) 12 rooms – single occupancy With breakfast <ul style="list-style-type: none"> Cebu leg: 24-25 September 2023 (Overnight) <i>Preferred hotel: Fili Hotel, Nu Star or similar category</i> Bohol leg: 25-27 September 2023 (3 days / 2 nights) <i>Preferred hotel: Bohol Beach Club or similar category</i> <p>*Provision for early check-in and/or late checkout based on the itinerary. Preferably with welcome drinks and cold towels in the room upon check-in.</p>	
MEALS AND BEVERAGES	<p>F. Meals and Beverages for the whole duration of the trip for guests and TPB representatives or a total of 12 pax :</p> <ol style="list-style-type: none"> Breakfast (<i>packed breakfast if not included in the accommodation, if applicable</i>) Budget: PHP 1,000.00 per pax Lunch and Dinner (<i>with the provision of 1 whole Lechon – famous Cebu Lechon</i>) in one of the meals in Cebu Budget: PHP 3,000.00 per pax AM & PM snacks onboard and bottled water (<i>with cold towels</i>) Budget: PHP 300.00 per pax <p>Note :</p>	<p>Notes:</p> <ul style="list-style-type: none"> TPB representative to finalize the order of meals based on the itinerary. The cost per meal should be reflected in the bidder's proposal. Lunch and Dinner all throughout the duration of the tour with one (1) round of drinks Should DOT/TPB be able to secure meal

	<ul style="list-style-type: none"> • <i>Submit at least 3 menu proposals per destination for approval of TPB</i> • <i>Bidders should be willing to accommodate dietary restrictions</i> 	hosting, the supplier should deduct this from the final bill (to be conferred with TPB)
ITINERARY	G. Interactive / experiential tours and activities preferred (please see the attached itinerary)	
TOUR KITS	H. Incentivized tour kit/travel necessities per pax – surgical masks (at least 2 per day), facial tissue, disinfectant wipes, hand sanitizer/alcohol (at least 70% alcohol solution), mints, sunscreen, mosquito repellent, disposable hooded emergency raincoat, towel, blow bag, etc.	
GIVEAWAYS	I. Provision of giveaways using green and sustainable items or eco-friendly suitable to the destination (subject to the approval of the TPB) Budget: PHP 2,000 per pax	
TOUR SIGNAGES AND BANNER	J. Provision of one (1) tour banner (for group photos) and appropriate bus/van signage per tour leg	Note: <ul style="list-style-type: none"> • Design and specs are subject to TPB's approval
TOUR COORDINATOR	<p>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.</p> <p><i>Tour Coordinator: must have handled at least 3 groups with international participants.</i></p> <p><i>Tour Guide: must be DOT-Accredited with three (3) years of experience and proficient in English and have handled US and Canadian groups.</i></p> <p><i>Note documents to be submitted during bid opening:</i></p> <p><i>a. List of groups handled/assisted by the Tour Coordinator</i></p>	<p>Note:</p> <ul style="list-style-type: none"> • Assigned tour coordinator and tour guide should be fully vaccinated with at least one booster shot. • Must present a negative antigen test result taken within 24 hours prior to the start of the tour. Antigen test may be self-administered. • Must present a list of US and Canadian groups handled as well as a copy of DOT Accreditation of Tour Guide before the tour proper

OTHERS	L. Antigen test (COVID-19 test) as may be required	
	M. Provision for on-site related 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.) Budget: PHP 50,000.00	
	N. 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

A tour operator to provide the mentioned services from **24 – 28 September 2023** (Indicative Date) based on the attached itinerary.

V. ADDITIONAL TECHNICAL / ELIGIBILITY REQUIREMENTS

1. Provide assistance in preparing/securing entry documents, as may be necessary.
2. Must respond to immediate/unforeseen changes in specifications to include tour activities, schedules and dates based on recommendations of the TPB, DOT Foreign, Regional Offices and IATF orders on local travel restrictions in case of rain, risk of typhoon, and other unforeseen or fortuitous events.
3. Must 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.
4. Must adhere to the DOT Guidelines from the Memorandum Circular No. 2020-008 and 2020-011 and the IATF Safety Guidelines and Protocols.
5. Must be accredited with the Department of Tourism (DOT) (TPB to consider if their DOT certification has an ongoing application for renewal).
6. 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.
7. Must have a professional track record in handling international groups in the last five (5) years preferably handling US and Canadian groups.
 - *Note: Submit a List of at least three (3) completed similar projects handled by the company during the bid opening. Details to include group name, number pax and country of origin of guests, destination and date/year the group was handled.*
8. The winning bidder should be willing to provide the performance bond immediately after receipt of the Notice of Award.

VI. APPROVED BUDGET FOR THE CONTRACT (ABC)

The approved budget is **ONE MILLION ONE HUNDRED SIXTY FIVE THOUSAND TWO HUNDRED EIGHTY-TWO PESOS AND 50/100 ONLY (PhP 1,165,282.50)** inclusive of service charges and all applicable taxes;

The supplier must 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.

VII. CONTRACT DURATION

One-time engagement and shall commence from the acceptance of Notice to Proceed (NTP)

VIII. TERMS OF PAYMENT

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

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.

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

TOURISM PROMOTIONS BOARD PHILIPPINES

ATTENTION : Ms. CARMELA JOY A. FEBRIO

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IX. PROJECT OFFICERS

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