

# TECHNICAL SPECIFICATIONS

## SERVICES OF A TOUR OPERATOR FOR THE JOINT FAMILIARIZATION TRIP IN PARTNERSHIP WITH STARLUX AIRLINES

### I. BACKGROUND

In line with the Department of Tourism and the Tourism Promotions Board'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) is conducting a joint familiarization trip with STARLUX Airlines.

STARLUX Airlines is a Taiwanese international airline company with headquarters in Taipei, Taiwan, and operated its flight from Taipei to Macau on 23 January 2020. On April 26, 2023, STARLUX Airlines launched its inaugural flight from Los Angeles to Taipei with forwarding flights to Cebu, Manila, and by August to Clark, Pampanga.

With STARLUX Airlines brand new flight offering to the Philippines, PDOT LA would like to embark into a joint familiarization trip with the airline to introduce as an alternative gateway to the country of Clark from the United States through Clark International Airport.

In this project, STARLUX Airlines in partnership with the PDOT LA will educate Los Angeles based agents about Clark and Region 3 through an educational and exposure trip to Central Luzon.

### II. OBJECTIVES

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

### III. SCOPE OF WORK/DELIVERABLES

The TPB needs the services of a DOT accredited tour operator to undertake the following requirements:

<b>DATE : 29 OCTOBER – 03 NOVEMBER 2023 (indicative)</b>		
<b>DESTINATIONS : CLARK – BATAAN – ZAMBALES</b>		
<b>NO. OF PARTICIPANTS: 12 Participants (minimum guaranteed: 10 pax)</b>		
- 10 agents		
- 1 STARLUX Airlines representative		
- 1 TPB project officer		
DELIVERABLES	SPECIFICATIONS	REMARKS
PARTICIPANTS	Total number of participants: <b>12 Participants</b> <ul style="list-style-type: none"><li>• Ten (10) agents</li><li>• One (1) STARLUX Airlines representative</li><li>• One (1) TPB project officer</li></ul>	International airtickets Los Angeles– Clark-Los Angeles c/o STARLUX Airlines

TRANSPORTATION	<p><b>Land transportation for the whole duration of the trip (inclusive of driver, gas, parking fees, toll fees, and overtime fees):</b></p> <ul style="list-style-type: none"> <li>• One (1) airconditioned minibus/coaster (2018 model or newer)</li> <li>• Shuttle service for the TPB project officer (<i>residence-event venue-residence</i>)</li> </ul>	<p>Note:</p> <ul style="list-style-type: none"> <li>• Clean, comfortable, and tourist-friendly transport vehicles</li> <li>• Uniformed, presentable, and trained drivers</li> </ul>
TRAVEL INSURANCE	<p><b>Comprehensive travel insurance for 12 pax (agents and representatives)</b></p>	
ACCOMMODATION	<p><b>Room accommodation requirements:</b></p> <ul style="list-style-type: none"> <li>• .Must be DOT accredited &amp; TPB member</li> <li>• 12 Deluxe rooms (single/double occupancy) (with a view if available) with breakfast buffet</li> </ul> <p><b>All hotel accommodations for the duration of the trip will be in Clark</b></p> <ul style="list-style-type: none"> <li>▪ 28 October (<i>1 room for TPB officer-advance party</i>)</li> <li>▪ 29 October – 03 November 2023</li> </ul> <p><i>Preferred hotels:</i></p> <ul style="list-style-type: none"> <li>• <i>Clark Marriott Hotel or Midori Clark Hotel &amp; Casino (first 3 nights)</i></li> <li>• <i>Hilton Clark Sun Valley or Swissotel Clark (last 2 nights)</i></li> </ul>	
MEALS AND BEVERAGES	<p><b>Meals and beverages for the whole duration of the trip for 12 pax - Budget : Php2,200.00/pax/day</b></p> <ul style="list-style-type: none"> <li>• Breakfast (<i>packed to be arranged, if applicable</i>)</li> <li>• Lunch and Dinner (<i>@Php800 per meal</i>)</li> <li>• AM &amp; PM Snacks onboard (<i>@Php300 per snacks</i>)</li> </ul> <p><i>Note:</i></p> <ul style="list-style-type: none"> <li>• <i>TPB to approve menu proposals per destination</i></li> <li>• <i>Bidder to accommodate dietary restrictions</i></li> </ul>	<p>Notes:</p> <ul style="list-style-type: none"> <li>• Lunch and Dinner throughout the duration of the tour to include one (1) round of drinks.</li> <li>• Should DOT/TPB be able to secure meal hosting, the supplier will deduct this from the final bill (to be conferred with TPB)</li> </ul>
INTERACTIVE / EXPERIENTIAL TOURS & ACTIVITIES (based on itinerary)	<p><b>Interactive/experiential tours and activities based on the itinerary (inclusive of permits, entrance fees, environmental fees, etc.)</b></p> <p><i>Notes:</i>  <i>Tour activities and dates are subject to change based on the recommendations of the TPB, DOT foreign and regional offices. Bidder to provide an alternative itinerary or activity in case of rain, risk of typhoon, and other unforeseen or fortuitous events, subject to the approval of the TPB.</i></p>	<p>Note :</p> <ul style="list-style-type: none"> <li>• Provision of standby umbrellas in case of change in weather</li> </ul>
TOUR KITS	<p><b>Incentivized tour kit/travel necessities for 12 pax (to include facial tissue, disinfectant wipes, hand sanitizer/alcohol (at least 70% alcohol solution), mints, mosquito repellent)</b></p>	
GIVEAWAYS	<p><b>Provision of giveaways for 12 pax * Budget : Php1,000 / pax (using green and sustainable items or eco-friendly - subject to the approval of the TPB)</b></p>	
TOUR BANNER	<p><b>One (1) banner (for group picture)</b></p>	<p>Note: Design/specs c/o TPB</p>
TOUR COORDINATOR AND TOUR GUIDE	<p><b>Provision for one (1) tour coordinator and one (1) local tour guide to accompany the group for the duration of the trip.</b></p> <p><i>Note:</i></p>	<p>Note:</p> <p>The driver, tour coordinator, and tour guide must be fully vaccinated with at least 1 booster shot. (<i>proofs</i>)</p>

	<i>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>	<i>to be submitted together with the bid documents)</i>
OTHERS (Miscellaneous and first aid kit onboard)	<b>Provision for incidentals, miscellaneous, and other on-site related expenses amounting to Php30,000.00</b> (e.g., food sampling, communication expenses, etc.)	
	<b>First Aid Kit on board the tour vehicle/s with basic medicines</b> (antacid for upset stomach, headache, antihistamine for allergies, diarrhea, motion sickness, fever, pain reliever, etc.)	

#### IV. PROJECT IMPLEMENTATION SCHEDULE

The tour operator will provide the services mentioned from **29 October–03 November 2023 (indicative)** based on the attached itinerary.

#### V. GENERAL INCLUSIONS/ OTHER TERMS AND CONDITIONS

1. Willingness to respond to immediate/unforeseen changes in specifications.
2. Must be Filipino-owned, operated, and legally registered tour services company under Philippine laws.
3. 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).
4. Must be engaged in the business as a travel and tour operator for at least three (3) years from the date of the opening of bids. With experience and expertise in inbound (domestic) travel, and with professional track record in handling international groups with at least one (1) similar project, preferably US group. *(Bidders to submit list of US project/s handled)*
5. Must have experience in organizing and coordinating travel arrangements, specifically within Region 3. *(Bidders to submit list project/s arranged in Region 3)*

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

The approved budget ceiling is **ONE MILLION PESOS ONLY (Php1,000,000.00)** inclusive of service charges and all applicable taxes.

#### VII. TERMS OF PAYMENT

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.

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.

Particulars / Milestones	Terms of Payment
<b>First tranche:</b> Confirmed bookings and reservations of all deliverables indicated in the Terms of Reference (accommodation, transportation, guides, activities, etc.)	<b>15%</b> of the total contract price
<b>Second tranche:</b> After successful implementation of the Familiarization Trip and submission of deliverables after the tour with final SOA and other documents needed for payment processing	<b>85%</b> 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 bidder is encouraged to have a Land Bank of the Philippines (LBP) account. Should the winning bidder not have an account in LPB, bank charges to the preferred alternate bank will be shouldered by the bidder.

**VIII. CONTRACT DURATION**

The contract shall commence from the issuance of the issuance of the Notice to Proceed (NTP) with the full implementation of all deliverables.

**XI. PROJECT OFFICER'S CONTACT INFORMATION**

Name : **MS. WENDY A. FAJARDO**  
Market Specialist II, The Americas Division  
Contact No. : (02) 8247 0803 / (02) 8525 9318 to 27 local 235 / 09198550095  
E-mail Address : [wendy\\_fajardo@tpb.gov.ph](mailto:wendy_fajardo@tpb.gov.ph)