

**TECHNICAL SPECIFICATIONS  
SERVICES OF A TOUR OPERATOR FOR THE  
AUSTRALIA’S AGENTS FAMILIARIZATION TRIP**

**I. Background**

The TPB, in partnership with the PDOT Sydney Office, will organize a familiarization trip in Metro Manila and Palawan for top-tier travel agents in Australia who had impressive actual sales and booking records for the Philippines. The purpose of this familiarization trip is to showcase the prime destinations in Manila and Palawan and encourage the travel agents to include these destinations in crafting tour packages to be offered to the Australian market. A total of eight (8) esteemed travel agents are to be invited to participate in the said invitational tour. In addition, one (1) TPB officer will be joining the said familiarization tour.

**II. Objectives**

The conduct of the proposed familiarization trip aims to achieve the following:

- To provide our travel partners with first-hand experience of our product offerings in Metro Manila and Palawan;
- To encourage the travel agents to create Philippine tour packages that will entice more Australians to travel to the Philippines; and
- To continually build up the relationship of TPB and PDOT with the trade partners and Philippine Airlines.

**III. Scope of 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 eight (8) travel agents and one (1) TPB officer;
- Secured sponsorship or discounted rates should be deducted from total expenses; and
- 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
<p><b>Participants</b> Estimated total no. of participants: 9 pax (inclusive of TPB and DOT FO representatives) Minimum guarantee: 9 pax</p> <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 equivalent to one (1) person.</p>	
<p><b>I. International Air Tickets and Tax/surcharge</b></p>	
1. Seven (7) Australian Travel Agents	Sydney – Manila – Sydney a. Sydney – Manila: 15 November 2023

	b. Manila – Sydney: 24 November 2023
<b>II. Domestic Air Tickets and Tax/surcharge</b>	<ol style="list-style-type: none"> <li>1. 16 November 2023: Manila to Coron (8 agents and 1 TPB officer)</li> <li>2. 19 November 2023: Coron to El Nido (8 agents and 1 TPB officer)</li> <li>3. 23 November 2023: Puerto Princesa to Manila (8 agents and 1 TPB officer)</li> </ol>
<p>*International and Domestic air tickets will be sponsored by the Philippine Airlines except for the <b>taxes, surcharges and additional baggage allowance</b> in the amount of PHP 79,859.20 (PAL) and PHP 15,984.00 (Airswift) to be shouldered by the bidder.</p> <p>*Airswift to provide 1 complimentary seat and 8 seats at a 50% discount</p>	
<b>III. Travel Insurance</b>	Travel insurance with coverage worth PhP 1 Million/pax
<b>IV. Transportation</b>	
<p>Location: Metro Manila</p> <p>Duration: 15 to 16 and 23 to 24 November 2023</p>	<ol style="list-style-type: none"> <li>a. One (1) coaster</li> <li>b. 25 seater plus luggage compartment and comfortable chairs for a long travel</li> <li>c. Vehicle maintained in accordance with the Philippine laws on technical safety requirements of vehicles.</li> <li>d. Daily disinfection of vehicle and ensure cleanliness at all times.</li> <li>e. Vehicle year model must be at least 2019 or newer; should the vehicle develop any mechanical fault in transit, the tour operator must have a replacement within an hour.</li> <li>f. Vehicle must be equipped with the following: climate control or air-conditioning, PA system and CCTVs; on-board insurance and 3rd party liability insurance; with universal sliding windows and safety belts for all seats; GPS or Waze application and charging ports/units for mobile phones; with on-board first-aid-kit; with provision of wet tissue, alcohol, mineral water and mints.</li> <li>g. Maximum of 15 hours per day inclusive of overtime and drivers' fee.</li> <li>h. Must include driver's fee as well as his food and other miscellaneous cost, maintenance cost, gasoline, lubricant, parking fee, toll fee, other consumable cost and other onsite related expenses.</li> <li>i. Must be DOT accredited</li> <li>j. Driver should have strong navigation skills, always in proper attire or uniform, presentable and experienced in interacting with foreign guests.</li> </ol>

<p>Location: Coron, Palawan Duration: 16 to 19 November 2023</p>	<ul style="list-style-type: none"> <li>a. Three (3) vans / One (1) Coaster</li> <li>b. Minimum 6-seater vans plus luggage and comfortable chair for a long travel</li> <li>c. Vehicles maintained in accordance with the Philippine laws on technical safety requirements of vehicles.</li> <li>d. Daily disinfection of vehicles and ensure cleanliness at all times.</li> <li>e. Vehicles year model must be at least 2019 or newer; should the vehicle develop any mechanical fault in transit, the tour operator must have a replacement within an hour.</li> <li>f. Vehicles must be equipped with the following: climate control or air-conditioning, PA system and CCTVs; on-board insurance and 3rd party liability insurance; with universal sliding windows and safety belts for all seats; GPS or Waze application and charging ports/units for mobile phones; with on-board first-aid-kit; with provision of wet tissue, alcohol, mineral water and mints.</li> <li>g. Maximum of 15 hours per day inclusive of overtime and drivers' fee.</li> <li>h. Must include driver's fee as well as his food and other miscellaneous cost, maintenance cost, gasoline, lubricant, parking fee, toll fee, other consumable cost and other onsite related expenses.</li> <li>i. Must be DOT accredited</li> <li>j. Drivers should have strong navigation skills, always in proper attire or uniform, presentable and experienced in interacting with foreign guests.</li> </ul>
<p>Location: El Nido and Puerto Princesa, Palawan Duration: 19 to 23 November 2023</p>	<ul style="list-style-type: none"> <li>a. Three (3) vans / One (1) Coaster</li> <li>b. Minimum 6-seater vans plus luggage and comfortable chair for a long travel</li> <li>c. Vehicles maintained in accordance with the Philippine laws on technical safety requirements of vehicles.</li> <li>d. Daily disinfection of vehicles and ensure cleanliness at all times.</li> <li>e. Vehicles year model must be at least 2019 or newer; should the vehicle develop any mechanical fault in transit, the tour operator must have a replacement within an hour.</li> <li>f. Vehicles must be equipped with the following: climate control or air-conditioning,</li> </ul>

	<p>PA system and CCTVs; on-board insurance and 3rd party liability insurance; with universal sliding windows and safety belts for all seats; GPS or Waze application and charging ports/units for mobile phones; with on-board first-aid-kit; with provision of wet tissue, alcohol, mineral water and mints.</p> <p>g. Maximum of 15 hours per day inclusive of overtime and drivers' fee.</p> <p>h. Must include driver's fee as well as his food and other miscellaneous cost, maintenance cost, gasoline, lubricant, parking fee, toll fee, other consumable cost and other onsite related expenses.</p> <p>i. Must be DOT accredited</p> <p>j. Drivers should have strong navigation skills, always in proper attire or uniform, presentable and experienced in interacting with foreign guests.</p>
<b>V. Accommodation</b>	
<p>Total no. of pax: 9</p> <p>Duration:</p> <ol style="list-style-type: none"> <li>1. Manila: 15 to 16 and 23 to 24 November 2023</li> <li>2. Coron: 16 to 19 November 2023</li> <li>3. El Nido: 19 to 22 November 2023</li> <li>4. Puerto Princesa: 22 to 23 November 2023</li> </ol>	<ol style="list-style-type: none"> <li>a. 9 Single Deluxe rooms</li> <li>b. Complimentary breakfast</li> <li>c. DOT accredited hotel/resort</li> <li>d. 4-star property or higher</li> </ol>
<b>VI. Meals and Beverages</b>	
<p>Provision of full-board meals and beverages for 9 pax for the whole duration of the trip</p>	<ol style="list-style-type: none"> <li>a. Inclusive of AM and PM snacks, lunch, and dinner</li> <li>b. Menu to be approved by TPB</li> <li>c. Winning bidder to provide proposed menu at least three (3) days before the event</li> </ol> <p>Additional notes:</p> <ul style="list-style-type: none"> <li>• Family or buffet style</li> <li>• Three (3) rounds of non-alcoholic beverage or alcoholic beverage per meal</li> <li>• TPB representative to finalize the order/s per meal based on the itinerary.</li> <li>• Ensure consideration of dietary requirements and provision of alternative special dishes, if any.</li> </ul>

	<ul style="list-style-type: none"> <li>Should the TPB/DOT be able to secure meal hosting, the supplier will deduct this from the final bill (to be conferred with TPB).</li> </ul>
<b>VII. Tour Activities</b>	
<p>a. Book, conduct, coordinate in advance with establishments, provide interactive/experiential tours and activities for 9 pax.</p> <p>b. Cover entrance and environmental fees, if needed.</p> <p>Additional notes:</p> <ul style="list-style-type: none"> <li>Tour activities and dates are subject to change based on recommendations of TPB, DOT Foreign and/or Regional Offices involved.</li> <li>Provide alternative itinerary or activity in case of bad weather, risk of typhoon, and other force majeure and other unforeseen or fortuitous event, subject to the approval of TPB.</li> </ul>	
<b>VIII. Tour Kits</b>	
<p>Provision of safety tour kits for 9 pax to include the following:</p> <ol style="list-style-type: none"> <li>Kits placed in reusable drawstring bags, cacha bags or in sustainable packaging</li> <li>500 ml reusable water tumbler</li> <li>Two (2) pieces individually wrapped disposable KN94 masks</li> <li>One (1) pack of facial tissue</li> <li>One (1) pack wet wipes (biodegradable bamboo fiber material)</li> <li>50 ml. of 70% isopropyl alcohol in spray bottle</li> <li>Hand sanitizer</li> <li>Mints</li> <li>Mosquito repellent in spray</li> <li>Sunblock</li> <li>Disposable hooded emergency raincoat</li> </ol> <p>Health/first aid kit to be kept by the tour coordinator and/or tour guide to include at least 6 pieces of the following medicines:</p> <ol style="list-style-type: none"> <li>Antacid for upset stomach</li> <li>Paracetamol for headache and fever</li> <li>Antihistamine for allergies</li> <li>Loperamide for diarrhea</li> <li>Meclizine hydrochloride for motion sickness</li> <li>Ibuprofen for pain reliever</li> </ol>	
<b>IX. Tour Guide</b>	
<p>Provision of one (1) licensed DOT-accredited English-speaking tour guide with the following qualifications:</p> <ol style="list-style-type: none"> <li>Must be expert or familiar of the destination</li> <li>Must be fluent and conversant in English</li> <li>Must have an in-depth knowledge of the Philippines</li> </ol>	
<b>X. Tour Coordinator</b>	

The tour should be accompanied by one (1) tour coordinator from the Tour Operator to handle on-site requirements and arrangements for the duration of the tour.

Additional Notes:

- a. Tour Coordinator must have at least three (3) years relevant experience.
- b. Bidder should submit a copy of the Curriculum Vitae (CV) of the proposed tour coordinator in their Technical Bid.
- c. Shall work closely with the Tour Guide as well as the assigned TPB Officer on all matters required for the smooth implementation of the tour.

#### **XI. Tour Signage, Banner and Itinerary Booklet**

- Provision of vehicle banners, identifiers for the delegates.
  - Banner for group photos
  - Provision of a printed and digital tour booklet showing the detailed itinerary, photos of the destinations, contact persons, and emergency contact details.
- \*Proposed booklet will be subject for TPB's approval\**

#### **XII. Miscellaneous Expenses**

(Inclusive of communication expenses, coordination meetings, excess baggage, and other on-site related expenses)

#### **Other technical requirements:**

- 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, if applicable; and
- Properties must observe health and safety protocols.

#### **IV. Project Implementation Schedule**

Location: Metro Manila and Palawan

Indicative dates: 15 to 24 November 2023

#### **V. Additional Technical/Eligibility Requirements**

- DOT Accreditation Certificate; and
- Engaged in the business as a travel and tour operator for at least three (3) years at the date and time of the opening of bids

#### **VI. Approved Budget for the Contract (ABC)**

- Approved Budget for the Contract is **NINE HUNDRED NINETY EIGHT THOUSAND PESOS (PhP 998,000.00)** inclusive of all applicable fees and taxes. The winning bid shall be determined based on the quality of the proposal with the most advantageous financial package cost, provided that the amount of bid does not exceed the abovementioned approved budget.

#### **VII. Terms of Payment**

- Willing to provide services on a send bill arrangement based on the entire actual cost;

- Payment shall be made within 30 working days upon submission of the Statement of Account, after the conclusion of the event, so long as there are no additional documentary requirements or billing concerns;
- The bidder is encouraged to have a Landbank account and/or must be willing to shoulder the bank charges; and
- Terms of payment to the winning bidder shall be in accordance with the government procedure (send bill arrangement must be based on the actual number of participants). TPB shall inform of the sponsorships two (2) weeks before the date of the event.

*Please send the billing statement to:*

**MARIA MARGARITA MONTEMAYOR NOGRALES**

Chief Operating Officer

Tourism Promotions Board Philippines

4/F Legaspi Towers 300, Roxas Boulevard, Manila 1104

#### **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 Person**

Ms. Chelsea P. Luna

Project Officer

International Promotions Department – ASEAN and the Pacific Division

Email: chelsea\_luna@tpb.gov.ph

Contact No.: (02) 525 9318 to 25 loc. 294

*(as of 05 October 2023)*

**ITINERARY FORM**  
*as of 06 October 2023*

Project Name: **AUSTRALIAN TRAVEL AGENTS FAMILIARIZATION TRIP**

Date: 15 – 24 November 2023

Venue: Manila and Palawan

<b>Date / Time</b>	<b>Activity</b>	<b>Remarks</b>
Day 1: 15 November 2023	<b>AUSTRALIA – MANILA</b>	
1200H	Depart Sydney	via PR 212
1720H	Arrive Manila	
1800H	Proceed to hotel	
1900H	Check-in at the hotel	
	Freshen up	
	Welcome Dinner at the Venice Grand Canal Mall	
	<b>Tour: Venice Grand Canal (BGC)</b>	
	Overnight at the hotel	Preferred hotel: Seda BGC, Peninsula Manila, Discovery Premier, Makati Diamond Residence
Day 2: 16 November 2023	<b>MANILA – CORON</b>	
0600H	Breakfast at the hotel	
0700H	Check-out at the hotel	
	Proceed to the airport	
1010H	Depart Manila	via PR 2963
1115H	Arrive Coron Proceed to the resort	
1200H	Lunch at the resort	
1300H	Property Inspection: <b>Two Seasons Coron Bayside Hotel</b> ( <i>for confirmation</i> )	
1500H	Check-in at the resort	
1600H	<b>Coron Town Tour:</b> Mt. Tapyas (for sunset view) and Maquinit Hot Spring	30 minutes travel time between attractions



1900H	Dinner at a restaurant	
	Overnight at the resort	Preferred hotel: Two Seasons Coron Bayside Hotel, Bacau Bay Resort Coron, Coron Soleil Garden Resort
Day 3: 17 November 2023	<b>CORON</b>	
0600H	Breakfast at the resort	
0700H	Proceed to the Island Hopping Tour	5-minute drive from the resort
0730H – 1700H	<b>Island Hopping Tour</b> (via a private boat): Kayangan Lake, Twin Lagoon, Barracuda Lake, Skeleton Wreck, CYC Beach, Coral Garden, and Malwawey Reef	Lunch will be provided in one of the stops
1900H	Dinner	
	Back to the resort	
	Overnight at the resort	Preferred hotel: Two Seasons Coron Bayside Hotel, Bacau Bay Resort Coron, Coron Soleil Garden Resort
Day 4: 18 November 2023	<b>CORON</b>	
0600H	Breakfast at the resort	
0700H	Proceed to the Island Escapade Tour	
0730H to 1400H	<b>Island Escapade Tour:</b> Malcapuya Island, Bulog Dos Island, and Ditaytayan Island	
1430H	Property Inspections ( <i>for confirmation</i> ): <ul style="list-style-type: none"> <li>• <b>Bacau Bay Resort Coron</b></li> <li>• <b>Coron Soleil Garden Resort</b></li> </ul>	
	At leisure	
1900H	Dinner at the resort	
	Overnight at the resort	Preferred hotel: Two Seasons Coron

		Bayside Hotel, Bacau Bay Resort Coron, Coron Soleil Garden Resort
Day 5: 19 November 2023	<b>CORON – EL NIDO</b>	
0600H	Breakfast at the resort	
0730H	Check-out at the resort	
0800H	Proceed to the airport	
1040H	Depart Coron	via T60537
1120H	Arrive El Nido	
1230H	Lunch at the Lio Beach	
	Proceed to the resort	
1430H	Check-in at the resort	
1500H	Property Inspection: <b>Angkla Beach Club and Boutique Hotel</b> ( <i>for confirmation</i> )	
1700H	At leisure at the Nacpan Beach	
1900H	Dinner at a restaurant in Nacpan Beach	
	Back to the resort	
	Overnight at the resort	Preferred hotel: Cauayan Resort, Seda Lio, El Nido Resorts
Day 6: 20 November 2023	<b>EL NIDO</b>	
0600H	Breakfast at the resort	
0700H	Proceed to the Island Hopping Tour	
0800H – 1700H	<b>Island Hopping Tour</b> Tour A: Big Lagoon, Shimizu Island, Secret Lagoon, and 7 Commando Beach; <b>or</b> Tour C: Hidden Beach, Matinloc Island, Secret Beach, Helicopter Island	Lunch will be provided in one of the stops
1800H	Dinner	
	Back to the resort	
	Overnight at the resort	Preferred hotel: Cauayan Resort, Seda Lio, El Nido Resorts

Day 7: 21 November 2023	<b>EL NIDO</b>	
0700H	Breakfast at the resort	
0830H	<b>Tour: Explore El Nido Town</b>	
1200H	Lunch	
1400H	Property Inspections ( <i>for confirmation</i> ): <ul style="list-style-type: none"> <li>• <b>Lihim Resorts</b></li> <li>• <b>Cauayan Resort</b></li> </ul>	
1800H	Dinner	
	Back to the resort	
	Overnight at the resort	Preferred hotel: Cauayan Resort, Seda Lio, El Nido Resorts
Day 8: 22 November 2023	<b>EL NIDO – PUERTO PRINCESA</b>	
0600H	Breakfast at the resort	
0630H	Check-out at the resort	
0700H	Land transfer from El Nido to Puerto Princesa	Approximately 5 hours
1200H	Arrive Puerto Princesa	
1300H	Lunch	TPB to request a hosted lunch at the Princesa Garden Island Resort
1430H	Property Inspection: <b>Princesa Garden Island Resort</b> ( <i>for confirmation</i> )	
1600H	Check-in at the resort	
	Afternoon at leisure	
1900H	Dinner at the resort	
	Overnight at the resort	Preferred resort: Daluyon Beach and Mountain Resort, Princesa Garden Island Resort

Day 9: 23 November 2023	<b>PUERTO PRINCESA – MANILA</b>	
0530H	Breakfast at the resort	
0630H	Check-out at the resort	
0700H	Proceed to the Underground River	
0730H	<b>Tour: Underground River Tour with Lunch</b>	
1200H	Proceed to the airport	
1525H	Depart Puerto Princesa	via PR 2786
1650H	Arrive Manila	
	Proceed to the hotel	
	Check-in at the hotel	
	Dinner at the hotel	
	Overnight at the hotel	Preferred hotel: Peninsula Manila, Seda BGC, Discovery Premier, Makati Diamond Residence
Day 10: 24 November 2023	<b>MANILA – AUSTRALIA</b>	
0600H	Breakfast at the hotel	
0700H	Check out at the hotel	
0800H	<b>Tour: Manila City Tour (Intramuros)</b>	
1200H	Lunch: Café Remedios / Ilustrado / Barbara's	
1400H	Shopping at Greenhills	
1700H	Proceed to the airport	
2245H	Depart Manila for Australia	via PR 211