

ANNEX A: TECHNICAL SPECIFICATIONS

SERVICES OF A TOUR OPERATOR FOR THE CONDUCT OF PHILIPPINE-CHINA TRAVEL EXPO WITH MEDIA FAM TRIP TOUR REQUIREMENTS

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, regular flights to Manila from various cities in China have opened while charter flights started last April 2023.

It is in this regard that we need to take hold of this opportunity to enhance our image in the market as a safe and fun destination to travel to and gain the confidence of the Chinese travel trade sector to sell Philippine tour packages again. Hence, physical visits to the Philippines will keep these Chinese travel agents abreast with the latest tour packages that they can offer to the market. It will also provide them with the much-needed information that will help us in promoting our key destinations. The familiarization trip will dovetail with the Travel Exchange (TRAVEX) for them to meet their Philippine counterparts.

As for the ten (10) media invitees, they will promote awareness of the destination and create a positive image of the featured destinations which will be posted on their social media accounts.

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 January 2024.

III. SCOPE OF WORK/SERVICES

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

LOT 3: BORACAY Indicative dates: 23-27 November 2023 ABC: 1,319,186.00		
DELIVERABLES	SPECIFICATION	REMARKS
PARTICIPANTS	Total number of participants: 12 participants <ul style="list-style-type: none"> ● 10 Chinese Travel Agents ● 1 TPB Project Officer ● 1 DOT Shanghai representative 	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>TRANSPORTATION</p>	<p>Roundtrip international airline taxes and surcharge</p> <p>10 pax Chinese</p> <p>1 DOT Shanghai representative</p> <p>PVG-MNL-PVG</p>	<ul style="list-style-type: none"> ○ With insurance ○ Inclusive of all applicable taxes
	<p>Roundtrip domestic airline taxes and surcharge</p> <p>10 pax Chinese</p> <p>1 DOT Shanghai representative</p> <p>MNL-MPH-MNL</p>	<ul style="list-style-type: none"> ○ With insurance ○ Inclusive of all applicable taxes
	<p>Domestic round-trip air tickets for 1 TPB Officer</p> <p>(Manila – MPH – Manila)</p>	<ul style="list-style-type: none"> - Preferred Airline/s: Cebu Pacific - Inclusions <ul style="list-style-type: none"> ○ Regular economy ○ Rebookable, reroutable, refundable ○ With 20 kgs. baggage allowance ○ With insurance ○ Inclusive of all applicable taxes

	<p>a. Roundtrip ferry boat % resort</p> <p>b. 1 unit of coaster or minibus</p> <p>c. 1 unit of van for the luggage</p> <ul style="list-style-type: none"> ● Vehicles maintained in accordance with Philippine laws on technical safety requirements of vehicles ● Comply with IATF protocols/guidelines on safety, capacity, and coverage; daily disinfection of vehicle; ensure cleanliness at all times ● 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. ● 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 	<ul style="list-style-type: none"> ● Assigned Drivers should be fully vaccinated ● Driver should have a strong navigation skills, uniformed, presentable and experienced in interacting with foreign guests.
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	<p>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</p> <ul style="list-style-type: none"> ● Maximum of 15 hours per day inclusive of overtime and driver's fee ● 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. ● All vehicles must be DOT-accredited 	
TRAVEL INSURANCE	<p>Comprehensive travel insurance for 12 pax (guests, and TPB representative) with Php 1,000,000.00 medical coverage for COVID-19 per pax</p>	
ACCOMMODATION	<ul style="list-style-type: none"> - Must be DOT-Accredited property - Must be in a deluxe room category or its 	<p>Preferred Hotel: <ul style="list-style-type: none"> – Discovery Shores Boracay </p>

	<p>equivalent category with breakfast in at least four-to-five star with upscale facilities</p> <ul style="list-style-type: none"> - 11 single occupancy - Room nights: 4 nights 	
MEALS AND BEVERAGES	<p>Provision of meals throughout the duration of the trip with one round of drinks (choice of bottled water, juice or softdrinks, and one can or bottle of beer) for 12 pax</p> <ul style="list-style-type: none"> a. Breakfast – packed to be arranged, if applicable) b. AM and PM Snacks – Php 500/pax/day c. Lunch – Php 1,200/pax/meal d. Dinner – Php 2,000/pax/meal 	<ul style="list-style-type: none"> - One round of non-alcoholic beverage per meal. - TPB representative to finalize the final order per meal based on the itinerary. - The budget per meal should be reflected in the bidder's proposal. - If plated meal, there should be at least 3 viands. - Must be able to accommodate guests with dietary restrictions (i.e. halal and pork-free, vegetarian, diabetic, food allergies, etc.). - 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>Provision of interactive / experiential tours and activities for 12 pax</p>	<ul style="list-style-type: none"> - Tour activities and dates are subject to change, based on recommendations of the TPB, DOT Foreign,

	<p><i>(please refer to the itinerary)</i></p>	<p>Regional Offices, and IATF orders on local travel restrictions.</p> <ul style="list-style-type: none"> - 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 - The final itinerary should be approved by the TPB representative and must adhere to existing health and safety protocols set by the IATF and the local government unit overseeing the destination.
<p>TOUR KITS</p>	<p>Provision of incentivized sustainable tour kits for 12 pax to include the following:</p> <p>a. Hygienic Kits placed in reusable drawstring bags, cacha bags or in sustainable packaging</p> <ul style="list-style-type: none"> ○ 500 ml reusable and sustainable water tumbler ○ Two (2) pieces individually wrapped 	

	<p>disposable KN-95 masks per day with lanyard</p> <ul style="list-style-type: none">○ One (1) pack of facial tissue○ One (1) pack wet wipes (biodegradable bamboo fiber material)○ 50 ml. of 70% isopropyl alcohol in spray bottle○ Hand sanitizer○ Disinfectant wipes○ Mints○ Mosquito repellent in spray○ Sunblock○ Disposable hooded emergency raincoat○ One (1) sun visor/hat○ Cold towels○ Customized luggage tags (design is subject for TPB's approval) <p>b. Personal Health/First Aid Kit for 12 pax to include at least 6 pieces of the following medicines</p> <ul style="list-style-type: none">○ Antacid for upset stomach○ Paracetamol for headache and fever○ Antihistamine for allergies○ Loperamide for diarrhea	
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	<ul style="list-style-type: none"> ○ Meclizine hydrochloride for motion sickness ○ Mefenamic Acid for toothache/pain reliver 	
CURATED SUSTAINABLE DESTINATION-BASED GIVEAWAYS	Provision of curated sustainable destination-based giveaways for 12 pax @ Php 1,000 each	<ul style="list-style-type: none"> - Placing of tour operator/supplier's logo is not allowed - Proposed giveaways and designs are subject for TPB's approval -
TOUR SIGNAGES AND BANNER	<ul style="list-style-type: none"> - Provision of vehicle banners, identifiers for the delegates, lollipop signages for the tour guide. - Provision of post-tour banner for a group picture 	<ul style="list-style-type: none"> - Placing of tour operator/supplier's logo is not allowed - Proposed giveaways and designs are subject to TPB's approval - TPB to design banners and tour operator to print
SERVICES OF A LICENSED DOT-ACCREDITED ENGLISH/MANDARIN-SPEAKING TOUR GUIDE/ INTERPRETER	Provision of one(1) licensed DOT-accredited English/Mandarin-speaking Tour guide or DOT-accredited English-speaking tour guide with a Mandarin interpreter with the following qualifications:	<i>All assigned/deployed personnel by the tour operator must be fully vaccinated.</i>

	<ul style="list-style-type: none"> ○ Must be an expert or familiar with the destination ○ Must be fluent and conversant in English and Mandarin ○ Must have an in-depth knowledge of the Philippines 	
TOUR DOCUMENTATION	<p>Provision of 1 videographer and photographer to cover the tour</p> <p><i>All assigned/deployed personnel by the tour operator must be fully vaccinated.</i></p>	<ul style="list-style-type: none"> - Submit a 3-minute SDE video covering the whole duration of the trip - Provide a consolidated output of the raw and edited videos and photos stored in a USB drive to be submitted to the TPB representative on the last day of the tour (subject to the approval of the TPB)
TOUR COORDINATOR	<p>Provision of one (1) tour coordinator to accompany the group for the duration of the trip.</p> <p><i>All assigned/deployed personnel by the tour operator must be fully vaccinated.</i></p>	<ul style="list-style-type: none"> - Tour coordinator must have at least three (3) years of relevant experience. - Tour coordinator and tour guide shall work in close coordination with the TPB Project Officer on all other matters required for the smooth

		<p>implementation of the tour.</p> <ul style="list-style-type: none"> - Please submit a Curriculum Vitae of the tour coordinator together with the bid proposal.
INCIDENTAL AND OTHER MISCELLANEOUS EXPENSES	<ul style="list-style-type: none"> - Provision of budget to cover expenses for food sampling, communication expenses, porter fees, terminal fees, and other on-site related expenses amounting to at least Php10,000.00 - Provision of five (5) pocket wifi for the participants for the duration of the trip 	

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.

MODULES

LOT 3: BORACAY

Indicative date: Q1 2024

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, Regions VI and VII

VI. APPROVED BUDGET FOR THE CONTRACT (ABC)

The total ABC for the four (4) lots is FIVE MILLION TWO HUNDRED FIFTY THOUSAND PESOS (Php 5,250,000.00) inclusive all taxes and fees, provided that the amount of the bid does not exceed the above-mentioned approved budget.

MODULES

ABC

LOT 3: BORACAY

PHP 1,319,186.00

Inclusive of all applicable taxes and 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. TERMS OF PAYMENT

PARTICULARS/MILESTONE	TERMS OF PAYMENT
First tranche: 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; with final SOA and other documents needed for payment processing	85% of the total contract price
TOTAL CONTRACT PRICE	100% (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'S CONTACT INFORMATION

Name : **MS. GEMMA ISIC**
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