

TECHNICAL SPECIFICATIONS

SERVICES OF A TOUR OPERATOR FOR THE FAMILIARIZATION TRIP WITH TOUR OPERATORS, AGENTS, AND MEDIA IN THE US AND CANADA

I. BACKGROUND

On 30 May 2024, Ms. Marie Claude Philipps, Senior Travel Advisor for Trevello reached out to the Tourism Promotions Board seeking for support for their planned familiarization trip to the Philippines for selected members of the Trevello Travel Group spread out in different parts of Canada. They specifically request the hosting of land arrangements and domestic airfare in Boracay, Cebu, and Coron, with arrival in Manila.

Established in 1994 as Travel Professionals International (TPI) and rebranded in 2022 as Trevello Travel Group, with a vision of helping entrepreneurs sell travel however and wherever they wanted. They align with more than 800 of the world's finest travel suppliers and associations to give their travel advisors a competitive edge. Today, Trevello is Canada's leading agency with tremendous buying power that generates billions in sales each year.

Their members gain access to countless training and educational resources to help them grow their business, including the organization of familiarization trips. Trevello's training tools and programs have it all. They offer marketing solutions ranging from digital and print marketing collaterals and website development to social media marketing, a lead generation program, among others.

Consistently recognized as a travel industry leader, Trevello is a member of the prestigious by-invitation-only luxury travel network, Virtuoso, and consistently won awards from world-renowned travel brands and tourism boards such as "Circle of Excellence" from Air Canada and "Top Air Percentage Year-Over-Year Growth" from Virtuoso.

II. OBJECTIVES

- To raise the level of awareness of the Philippines among the Canada travel trade.
- To showcase the Philippines as a preferred nature, adventure, wellness, and leisure destination for Canadian travelers.
- To educate the Canadian travel trade/agents and consultants about Philippine tourism.
- To encourage more travel agents from different cities in Canada to develop and sell Philippine tour programs.
- To generate potential trade and client database.

III. SCOPE OF WORK/DELIVERABLES

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

DATE : 03-10 MARCH 2025 (indicative) DESTINATIONS : MANILA / BORACAY / CEBU / CORON / MANILA NO. OF PARTICIPANTS: 15 Participants (minimum guaranteed: 10 pax) - 13 agents (indicative) - 1 PDOT USA representative (tentative) - 1 TPB representative		
ITEMS	SPECIFICATIONS	REMARKS
DOMESTIC AIR TICKETS (inclusive of airline taxes, fuel charges, and other charges)	Manila – Boracay – Cebu – Coron - Manila <ul style="list-style-type: none"> • 1 PDOT representative • 1 TPB staff • 13 agents 	<ul style="list-style-type: none"> • Baggage allowance of 20kg per pax all throughout • Economy class tickets must be refundable and rebookable
TRANSPORTATION	Land transportation for the whole duration of the trip (inclusive of driver, gas, parking fees, toll fees, and overtime fees): <ul style="list-style-type: none"> • One (1) air-conditioned minibus/coaster or two (2) passenger vans for the group of 15 pax (2018 model or newer), whichever is applicable • One (1) vehicle for the luggage • Shuttle service for the TPB project officer (<i>point-to-point: residence – airport - residence</i>) 	Note: <ul style="list-style-type: none"> • Clean, comfortable, and tourist-friendly transportation vehicles • Uniformed, presentable, and trained drivers
TRAVEL INSURANCE	Comprehensive travel insurance for 15 pax Manila-Boracay-Cebu-Coron-Manila	Coverage worth PHP1M
ACCOMMODATION	Room accommodation requirements: <ul style="list-style-type: none"> • 13 Deluxe rooms (single occupancy) (with a view if available) in a 5-star hotel category. Inclusive of buffet breakfast. • 1 Deluxe room (double occupancy) (with a view if available) in a 5-star hotel category. Inclusive of buffet breakfast. <p> Boracay: 03 March (check-in) / 05 March (check-out) Cebu: 05 March (check-in) / 07 March (check-out) Coron: 07 March (check-in) / 09 March (check-out) Manila: 09 March (check-in) / 10 March (check-out) </p>	<ul style="list-style-type: none"> • Must be a DOT accredited property • Bidders to propose at least 3 hotels to be submitted together with the bid proposal

MEALS AND BEVERAGES	<p>Meals and beverages for the whole duration of the trip for 15 pax - Budget: PhP3,000.00/pax/day</p> <ul style="list-style-type: none"> • Breakfast (<i>packed to be arranged, if applicable</i>) • Lunch and Dinner (<i>PhP1,250 per meal</i>) • AM & PM Snacks onboard (<i>PhP250 per snack</i>) <p>Note:</p> <ul style="list-style-type: none"> • <i>TPB to approve menu proposals per destination</i> • <i>Bidder to accommodate dietary restrictions</i> 	<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>Implementation of the Interactive/experiential tours and activities based on the itinerary</p> <p>Note: <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 the typhoon, and other unforeseen or fortuitous events, subject to the approval of the TPB.</i></p>	
TOUR KITS	<p>Incentivized tour kit/travel necessities for 15 pax – (<i>to include facial tissue, disinfectant wipes, hand sanitizer/alcohol (at least 70% alcohol solution), mints, mosquito repellent</i>)</p>	
GIVEAWAYS	<p>Provision of giveaways for 15 pax – Budget: PhP1,000 /pax (<i>using green and sustainable items or eco-friendly - subject to the approval of the TPB</i>)</p>	
TOUR BANNER	<p>One (1) banner (for group picture) Size: 72 x 36 inches (using sustainable material)</p>	<p>Design/specs c/o TPB</p> <p>To be given at the latest 1 week before the trip</p>
TOUR COORDINATOR AND LOCAL TOUR GUIDE	<p>Provision of one (1) tour coordinator and one (1) local tour guide to accompany the group for the duration of the trip.</p> <p>Note: <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></p>	<ul style="list-style-type: none"> • A Tour guide must be DOT Accredited / Licensed. (<i>A copy of the DOT accreditation/licens e ID must be submitted 10 days before the trip</i>)
NETWORKING EVENT IN METRO MANILA	<p>Lease of venue with F&B for 32 pax (indicative) Indicative date: 09 March 2024 Themed lunch or dinner</p>	<p>Venue and menu for approval of TPB</p>

OTHERS (INCIDENTALS AND FIRST AID KIT ON BOARD)	Provision for incidentals, miscellaneous, and other on-site related expenses amounting to Php10,000.00 (e.g. permits, entrance fees, environmental fees, food sampling, communication expenses, etc.)	<i>Note: Billing to be based on actual cost</i>
	First Aid Kit on board the tour vehicle/s with basic medicines (antacid for upset stomach, headache, antihistamine for allergies, diarrhea, motion sickness, fever, pain reliever, etc.)	

IV. INDICATIVE DATE OF IMPLEMENTATION

The tour operator will provide the services mentioned from **03-10 March 2025 (indicative)** based on the attached itinerary.

Note that tours, activities, and dates are subject to change based on recommendations of TPB, DOT Foreign and Regional Offices.

V. GENERAL INCLUSIONS/OTHER TERMS AND CONDITIONS

1. Willingness to respond to immediate/unforeseen changes in specifications.
2. 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.

VII. ELIGIBILITY REQUIREMENTS

1. Must be a 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). **Submit a copy of the certificate of accreditation.**
3. 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 a professional track record in handling international groups with at least two (2) similar projects, preferably US and Canadian groups. **(Note: Bidders are to submit a list of US/Canada projects handled together with the technical bid)**

VIII. APPROVED BUDGET FOR THE CONTRACT (ABC)

The Approved Budget Contract (ABC) for this project is **TWO MILLION PESOS ONLY (Php2,000,000.00)** inclusive of service charges and all applicable taxes.

IX. TERMS OF PAYMENT

Particulars / Milestones	Terms of Payment
First tranche: Confirmed bookings and reservations of all deliverables indicate in the Technical Specifications (accommodation, domestic airtickets, transportation, guides, activities, etc.)	35% 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	65% 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

6/F, Five-Ecom Center, Harbor Drive, Mall of Asia Complex, Pasay City

The bidder is encouraged to have a Land Bank of the Philippines (LBP) account. Should the winning bidder not have an account in LBP, bank charges to the preferred alternate bank will be shouldered by the bidder.

VIII. CONTRACT DURATION

The contract shall commence from the date of receipt 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. : 0919 855 0095
E-mail Address : wendy_fajardo@tpb.gov.ph

ITINERARY FORM

Project Name : Familiarization Trip for the Operators, Agents, and Media in U.S.A. and Canada
(in Partnership with Trevello Travel Group)
Date : 03-10 March 2025 (indicative) (8 days / 7 nights)
Venue : Manila / Coron / Cebu / Boracay / Manila

Date / Time	Activity	Remarks
01 March, Saturday	VANCOUVER - MANILA	
10:45 pm	Depart Vancouver for Manila via PR 117	International RT tickets c/o participants
Day 1 03 March, Mon	MANILA - BORACAY	
5:30 am	Arrival in Manila Terminal 1 Transfer to Terminal 2	
10:25 am	Depart Manila for Caticlan (Boracay) via PR 2037	
11:35 am	Arrival in Caticlan / Transfer to Boracay Island	
12:00 nn	Lunch	
2:00 pm	Check-in resort Preferred hotels: <ul style="list-style-type: none"> • Movenpick Resort & Spa Boracay • Crimson Resort & Spa Boracay 	
2:00 pm onwards	Rest of the afternoon free	
6:00 pm	Hotel inspection	
7:00 pm	Dinner	
-	Overnight at the resort	
Day 2 04 March, Tue	BORACAY	
6:00 am	Breakfast at the resort	
8:00 am – 3:00 pm	Depart resort for the Island Hopping with lunch: <ul style="list-style-type: none"> • Coral Garden • Puka Beach • Magic Island • Crystal Cove • Watersports activities (snorkeling, crystal boat) 	
3:00 pm	Return to the resort to freshen up	
4:00 pm	Hotel inspection <ul style="list-style-type: none"> • Movenpick Resort & Spa Boracay • Crimson Resort & Spa Boracay • Shangri-La Boracay • The Lind Boracay 	
7:00 pm	Dinner	
-	Back to hotel	
-	Overnight	
Day 3 05 March, Wed	BORACAY - CEBU	
6:00 am	Breakfast at the resort	
7:30 am	Check-out / Transfer to Caticlan	
11:25 am	Depart Caticlan for Cebu via PR 2360	
12:25 am	Arrive Cebu (Mactan)	

1:00 pm	Lunch	
2:00 pm	Check-in hotel Preferred hotels: <ul style="list-style-type: none"> • BE Resort Mactan • The Reef Island Resort • Costabella Tropical Beach Hotel • Sheraton Mactan • Crimson Mactan 	
2:00 pm onwards	Rest of the afternoon free	
6:00 pm	Hotel inspection	
7:00 pm	Dinner	
-	Overnight hotel	
Day 4 06 March, Thu	CEBU	
6:00 am	Breakfast at the hotel	
8:00 am – 12:00 nn	Rolling tour of Mactan <ul style="list-style-type: none"> • Basilica Minore del Sto. Nino • Fort San Pedro • Magellan’s Cross • Casa Gorordo Museum • Yap-Sandiego Ancestral House 	
12:30 pm	Lunch	
1:30 pm – 6:00 pm	Hotel inspection <ul style="list-style-type: none"> • Crimson Resort and Spa • The Reef Island Resort • Shangri-La Mactan • Movenpick Cebu 	
7:00 pm	Dinner	
	Back to hotel	
	Overnight	
Day 5 07 March, Fri	CEBU - CORON	
6:00 am	Breakfast at the hotel	
10:00 am	Check-out hotel	
11:00 am	Early lunch	
2:15 pm	Depart Cebu for Busuanga	
3:35 pm	Arrive Busunga	
4:00 pm	Check-in hotel Preferred hotels: <ul style="list-style-type: none"> • Two Seasons Coron Bayside Hotel • Funny Lion • Bacau Bay Resort Coron 	
6:00 pm	Hotel inspection	
7:00 pm	Dinner	
-	Overnight hotel	
Day 6 08 March, Sat	CORON	
6:00 am	Breakfast at the hotel	
8:00 am – 3:00 pm	Coron Island Hopping Tour with lunch (whole day) <ul style="list-style-type: none"> • Kayangan Lake • Twin Lagoon 	

	<ul style="list-style-type: none"> • Atwayan Beach • Siete Pecados Marine Park • Skeleton Wreck • Coral Garden • CYC Beach 	
3:00 pm	Back to hotel to freshen up	
4:00 pm	Hotel inspection <ul style="list-style-type: none"> • Two Seasons Coron Bayside Hotel • Funny Lion • Bacau Bay Resort Coron 	
7:00 pm	Dinner	
-	Overnight at hotel	
Day 7 09 March, Sun	CORON - MANILA	
6:00 am	Breakfast at the hotel	
9:00 am	Check-out hotel / Proceed to airport	
12:00 nn	Depart Busuanga for Manila	
1:10 pm	Arrive Manila	
1:30 pm	Lunch	
2:00 pm	Check-in hotel Preferred hotels: <ul style="list-style-type: none"> • Hilton Manila • Sheraton Manila Hotel • Lanson Place 	
3:00 pm	Free time / Shopping at Mall of Asia (MOA)	
7:00 pm	Dinner on pax account	
-	Overnight at hotel	
Day 8 10 March, Mon	MANILA - VANCOUVER	
6:00 am	Breakfast at hotel	
9:00 am	Hotel inspection	
10:00 am – 2:00 pm	B2B Networking with lunch	
3:00 m	Check-out hotel	
4:00 pm	Depart hotel for Terminal 1	
8:10 pm	Depart Manila for Vancouver via PR 116	
	END OF TOUR	

As of: 25 October 2024