

TERMS OF REFERENCE

I. Project Title

HOSTED TOURS FOR ASEAN 2017 MEETINGS IN MANILA

DTI: 32nd Meeting of the High Level Task Force on ASEAN Economic Integration (HLTF-EI)

II. Background

Pursuant to Administrative Order No. 48, a National Organizing Committee (NOC) for the Philippines hosting of ASEAN 2017 has been created. The ASEAN 2017 will be a good tourism opportunity to showcase the country's unique culture and natural endowment, including lifestyle and hospitality of the Filipinos to the ASEAN and its Dialogue Partners. The Department of Tourism (DOT) has been named as Chair of Committee on Tourism Hospitality, Tours, Social Events and Site Enhancement for ASEAN 2017.

Through the Department Order No. 2016-17, a Working Group on Tours (WGT) has been constituted in the DOT and its Attached Agencies to design, organize, and implement the hosted your programme for ASEAN 2017 dignitaries and delegates, as well as to sell optional tours before, during and after the meetings to enable participants to experience the warm hospitality, sights and sounds, and Filipino brand of service.

In this regards, this terms-of-reference (TOR) has been prepared by the WGT to guide eligible DOT-Accredited tour operator/s in bidding for the identified hosted tours, and other tour requirements for the successful conduct of ASEAN meetings.

The hosted tour shall be conducted for 1 August 2017 in Makati City.

III. MINIMUM REQUIREMENTS FOR TOUR SUPPLIER:

- Must be duly accredited by the DOT for 2016 and/or 2017;
- Must be a Manila-based tour operator with a minimum experience of two (2) years in travel and tours operations;
- Must be able to provide the tour service requirements on send-bill arrangements;
- Must comply with the detailed services required in Item IV;
- Must have experience in organizing tours for high level government delegates and VIPs from ASEAN or other international organizations;

IV. SCOPE OF WORK/DELIVERABLES

The following are the services required by DOT:

1. HOSTED TOUR – Manila

A. Length of the Tour:

Half-day Tour (Minimum of three hours)

B. SITES, ATTRACTIONS, ACTIVITIES

The half-day incentivized tour shall highlight the best of Manila that will give the participants an appreciation of its rich culture and unique tourism products. It shall include the following site/s and attractions as recommended by the Department of Trade and Industry (DTI) as the host agency:

14:00H Assembly at the Lobby of Makati Diamond Residences
14:15H ETD for Ayala Museum
14:30H Tour of Ayala Museum
15:30H End of Tour
15:45H Snacks and Entertainment
16:45H Assembly back to Makati Diamond Residences
17:00H Arrival at Makati Diamond Residences

C. TRANSPORTATION

Only DOT-Accredited Tourist transportation providers shall be used for the hosted tours. The transportation vehicles should be in good running condition with well-functioning air condition, working PA system, and preferably with CCTVs and on-board insurance.

D. TOUR GUIDES

Only DOT-Accredited, Manila-based English-speaking tour guides shall be contracted by the official tour operator/s to provide guiding and interpretation services during the hosted tours, as well as tours on sale for the duration of the ASEAN Meetings. All tour guides running the same tour itinerary should have a common, pre-prepared tour guiding spiel to ensure that all information provided to the delegates are accurate, relevant and properly screened.

E. TOUR KIT

Each delegate participating in the hosted tours shall be provided with tour kit containing at least the following basic amenities:

1. Bottled Water
2. Wet Wipes and Facial Tissues
3. Sun Visor/Hats or umbrellas (depending on the weather condition during the actual conduct of the tour)
4. Some hand-carry souvenirs (it can be easy-to-eat Philippine Delicacies)

F. DRY RUNS

At least two (2) dry-runs shall be organized by the official tour operator/s prior to the actual conduct of the tour. The said dry runs shall be participated by the DOT Tour Working Group, members of the NOC and Security Group.

G. MANPOWER REQUIREMENTS FOR THE TOUR DESKS

The tour operator/s shall provide at least three (3) staff, in corporate attire or dress code as prescribed by the NOC or the end user, to man the tour desks located at the main meeting venue and two (2) official hotels to be designated by the DOT. The staff should be able to handle inquiries on the hosted tours and tours for sale. No company logo shall be displayed in the tour desks.

H. TOUR BROCHURES/HANDBOOK

The DOT shall provide the official tour operator/s with the ASEAN 2017 Meetings Tour Handbooks which shall be included in the basic delegate tour kit. No other brochure or flyers or any other document shall be used for the hosted tour.

I. MINIMUM NUMBER OF GUARANTEED PARTICIPANTS

The DOT shall guarantee 50% or as prescribed target number of participants by the host agency per ASEAN Meeting as follows:

Inclusive Dates	ASEAN Meeting/Activity	Expected No. of Meeting/Participants /Delegates	Guaranteed No. of Tour Participants	Tentative Schedule of Hosted Tour
1-2 August 2017	32 nd Meeting of the High Level Task Force on ASEAN Economic Integration (HLTF-EI)	15 pax	15 pax	1 August 2017

Any excess in the number of participants, the official tour operator/s shall charge the DOT based on the rate of the tour package computed per pax.

J. TOUR DOCUMENTATION AND TERMINAL REPORT

The official tour operator/s shall document the actual conduct of the hosted tour through photos and videos. This shall form part of supporting documents to be submitted to DOT for processing of payment.

A terminal report shall likewise prepared by the tour operator/s which shall include among others, feedback from participants, photos and videos.

2. TOURS FOR SALE

A. APPROVAL OF TOURS FOR SALE

The official tour operator/s shall be given the privilege to sell other tour packages to official delegates, accompanying delegates and guests during the ASEAN Meetings. All tour programs for sale shall be submitted by the tour operator/s to concerned DOT Regional Offices for review and approval.

B. TYPE OF TOURS FOR SALE

Two types of tours for sale shall be prepared by the tour operator/s as follows:

- Tours within the host destinations that can be sold before, during and after the meetings;
- Tours to destinations outside the host destination to be sold before, during and after the meetings.

The official tour operator/s shall only work with the DOT-Accredited ground handles/ tour operators/DMCs in other destinations. A maximum of three (3) tours shall be offered for sale.

C. BROCHURES/MARKETING MATERIALS

The official tour operator/s shall provide their own collaterals brochures pertaining to the tours for sale. These shall be displayed in the ASEAN Meetings 2017 tour desks in the official meeting venues.

V. BUDGET

Budget for the conduct of hosted tour is Five Thousand Pesos (Php 5,000.00) per pax, inclusive of the cost of dry-runs and other amenities as defined in this terms of reference. Total budget for the guaranteed number is **PHP 75,000.00** for 15pax.

VI. CONTACT PERSON

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