

# TERMS OF REFERENCE

## I. Project Title

### **HOSTED TOURS FOR ASEAN 2017 MEETINGS IN MANILA**

***DOLE: Special ASEAN Senior Officials Labor Retreat***

***DFA: 22<sup>nd</sup> Meeting of the ASEAN-China Joint Working Group and Senior Officials' Meeting***

## 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 regard, 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 on the duration of the ASEAN meetings.

The hosted tours shall be conducted for 26 August 2017 and 29 August 2017 in Manila

## III. MINIMUM REQUIREMENTS FOR TOUR SUPPLIER:

- Must be duly accredited by the DOT for 2016 and/or 2017;
- Must be a Metro 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 Labor and Employment (DOLE) and Department of Foreign Affairs (DFA) as the host agencies:

26 August 2017

1:30PM -Assembly at the Conference/Hotel Lobby  
1:45PM- ETD for National Museum  
2:15PM- Arrival at the National Museum  
2:30PM-Start of Tour  
3:30PM-End of Museum Tour  
3:45PM-Depart for Intramuros  
4:00PM- Intramuros Mobile Tour  
4:15PM- Arrive at Mananzan Handicrafts/Shopping Time  
5:00PM- Depart for Barbara's  
5:15PM-Arrive at Barbara's  
6:00PM-End of Tour; Depart back to Hotel  
6:30PM-Arrive at Hotel

29 August 2017

1:30 -Assembly at the Meeting Venue Lobby  
1:45 -Boarding  
2:00 - Departure for Rizal Park  
2:20 - Arrival/photo-op at Rizal Park  
2:35 - Proceed to Fort Santiago  
2:45 - Arrival/tour of Fort Santiago  
3:30 - Proceed to Casa Manila (Mobile tour of Manila Cathedral, Ayuntamiento and Plaza del Gobernador)  
3:40 - Arrival/tour at Casa Manila  
4:10 - Proceed to Baluarte de San Diego (snacks and cultural show)  
4:20 - Arrival/walk the walls of Baluarte de San Diego  
4:40 - Snacks/mini-cultural entertainment  
5:30 - Departure back to hotel

**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, Fans and umbrellas (depending on the weather condition during the actual conduct of the tour)
4. Some hand-carry souvenirs (candies, biscuits, hand sanitizer)

**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. Expected no. of dry run participants is around 25-30 pax.

**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, STICKERS AND WELCOME BANNER**

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.

The tour operator shall prepare a banner/tarpaulin which will be placed on the buses to be utilized for the said tour. The banner/tarpaulin shall indicate the "ASEAN Hosted Tour 2017" phrase together with the ASEAN logo and tag line.

The tour operators shall also provide the participants tour identifiers and will print bus stickers in order for the delegates to easily identify the vehicles to be used.

**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	Schedule of Hosted Tour
26 August 2017	Senior Labor Officials' Meeting (SLOM)	60	30 pax	26 August 2017
29 August 2017	22 <sup>nd</sup> Meeting of the ASEAN-China Joint Working Group and Senior Officials' Meeting	60	30 pax	29 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 300,000.00** for 60pax.

**VI. CONTACT PERSON**

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