

TECHNICAL SPECIFICATIONS
SERVICES OF A TOUR OPERATOR FOR THE CONDUCT OF
21ST WORLD TRAVEL & TOURISM COUNCIL (WTTC) GLOBAL SUMMIT
TOUR REQUIREMENTS
20-22 April 2022 | Manila, Philippines

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I. BACKGROUND

In 2019, the Philippines was chosen to host the 21st World Travel and Tourism Council (WTTC) Global Summit originally scheduled for 2021. The WTTC Global Summit brings together over 800 delegates led by key officials from the United Nations World Tourism Organization (UNWTO), tourism ministers from renowned global tourist destinations, Chief Executive Officers (CEOs), Presidents, and Chairpersons of large and renowned travel and tourism enterprises worldwide - from airline companies, hotel and resort property chains, destination management companies, travel and tour companies, global distribution systems, transportation providers, and allied businesses.

During the three-day WTTC summit, global industry leaders together with invited guests, speakers and participants will discuss opportunities, challenges and issues facing the industry. Concrete solutions will be drawn up to address issues and challenges, while strategies and action plans will be formulated to take advantage of opportunities, and will eventually be pursued across countries and regions through private and public collaboration. Summit deliberations are expected to contribute to the formulation of global tourism policies and agenda, as well as shaping the future of travel and tourism in regions and destinations. The summit also organizes different platforms that highlights the cultural and economic value of the global tourism industry, including, among others, the global leaders' forum, educational plenary sessions, executive meetings, press conferences, bilateral government meetings and media interviews featuring prominent leaders, international speakers, media personalities and celebrities.

Finally, the summit will also feature a travel and trade exhibition, networking events and pre- and post-conference tours that is designed to provide the host destination with opportunities to showcase its featured destinations.

The 2022 edition of the WTTC Global Summit will be held in a hybrid format with an estimated 650 participants physically attending the meetings, with 1,000 attendees from many parts of the world participating through a virtual platform.

In line with this, the WTTC 2021 Tours Committee will offer the following hosted tours:

- 1. COMPLIMENTARY (INCENTIVIZED) MANILA HERITAGE TOUR**
- 2. CLARK INVESTMENT TOUR AND NEW CLARK CITY (TARLAC)**

II. SPECIFICATIONS

- 1. COMPLIMENTARY (INCENTIVIZED) MANILA HERITAGE TOUR**

PRE-EVENT RUN / SIMULATION RUN:

Date	:	March 23, 2022 (Thursday, to be confirmed)
No. of pax	:	10 pax (Organizing Committee and DOT NCR)
Vehicle		
Requirement	:	One (1) Coaster (subject to safety protocol on physical distancing)
Tour inclusions	:	Transfers, lunch, tour guiding services, tour experiences, tour/health kits, and other logistical requirements
Tour itinerary	:	Metro Manila only (final itinerary to be advised)

ACTUAL RUN:

Date	:	April 18 or 19, 2022 (Final date to be advised to winning bidder)
Duration	:	Minimum three (3) hours; timings to be advised
Vehicle		
Requirements	:	At least four (4) to eight coasters (subject to safety protocol on physical distancing), plus two (2) secretariat vans
Number of runs	:	Several simultaneous runs (min 10 to max 15 pax per vehicle, per run / subject to safety protocols on physical distancing)
Tour inclusions	:	Transfers, meals, tour guiding services, tour/health kits, domestic travel insurance (for foreign delegates) and other logistical requirements (<i>listed below</i>)
Tour itinerary	:	Metro Manila only (final itinerary to be advised through a bid bulletin, once approved by the WTTTC NOC and the Secretary)
Guaranteed No. of Pax	:	60 (Minimum) and 100 (Maximum) (Minimum guarantee: 10 pax during the simulation run plus 50 pax during the actual run)

Manila Heritage Tour (ACTUAL RUN):

Meals should be Dinner arrangements at designated area (Tentatively designated at The Metropolitan Theater in Manila) and all accompanying setup.

There is a 25 to 30-minute cultural show during the visit to The Metropolitan Theater

2. CLARK INVESTMENT TOUR AND NEW CLARK CITY (TARLAC)

PRE-EVENT RUN / SIMULATION RUN:

Date	:	March 28, 2022 (Tuesday, to be confirmed)
No. of pax	:	10 pax (Organizing Committee and DOT Region III)
Vehicle		
Requirement	:	Two (2) vans (subject to safety protocols on physical

	distancing)
Tour inclusions :	Transfers, tour guiding services, tour experiences, meals - (lunch, PM snacks and dinner) tour/health kits, and other logistical requirements
Tour Itinerary :	Metro Manila (official hotels / pick-up points) – Clark and environs – Metro Manila (official hotels) / (final itinerary to be advised through a bid bulletin, once approved by the WTTC NOC and the Secretary)
<u>ACTUAL RUN:</u>	
Date :	April 23, 2022 (Saturday)
Vehicle Requirement :	At least four (4) coasters and two (2) secretariat vans (subject to safety protocols on physical distancing)
Number of runs:	Several simultaneous runs Note: may have two (2) – three (3) routes to run simultaneously in Clark
Tour inclusions :	Transfers, meals (VIP lunch, PM snacks and dinner) tour guiding services, tour experiences, tour / health kits, domestic travel insurance (for foreign delegates), tokens for investor-participants / VIPs, provision of venue and snacks for briefings, four (4) first aid kits and other logistical requirements *VIP lunch, snacks and dinner should strictly be followed, be representative of the destination and should be coordinated with the Tours Committee, Investment Committee and DOT Region III
Tour Itinerary :	Metro Manila (official hotels / pick-up points) – Clark and environs – Metro Manila (official hotels / NAIA Terminals 1,2 and 3) / (final itinerary to be advised once approved by the WTTC NOC and the Secretary)
Guaranteed No. of Pax :	30 pax (Minimum) and 50 (maximum) pax (tours) 40 pax (Minimum) and 80 pax (maximum) (meals) (Minimum guarantee: 10 pax during the simulation run plus 30 pax during the actual run)

The logistical requirements will be coursed through the Tour Operator which includes provision for the appropriate land transfers (vans or coasters), appropriate meals, entrance fees, endowments, culinary demonstrations and food tasting fees, tour guiding services, tour kits, and other logistical requirements.

III. ITINERARIES AND HANDLING

1. Tour programs

The final itineraries of both tour modules should be approved by the WTTC NOC and adhere to existing health and safety protocols set by the IATF and the local government unit (overseeing the destination).

The winning bidder will not sub-contract the handling of any of the tour modules.

The Clark Investment Tour will be renamed as Clark Investment Tour and New Clark City (Tarlac)

Attached are the proposed itineraries of the following:

- Manila Heritage Tour
- Clark Investment Tour and New Clark City (Tarlac)

Prospective bidders are required to observe and adhere to the specific requirements indicated in the itineraries (e.g., routes, meal arrangements and setup, etc.).

There will be no more culinary demonstrations during the Investment tour of Clark, Pampanga. The lunch and snacks will be sponsored by LIPAD Corp. and BCDA, so no need to include costs in the bid offers.

2. Information, Educational and Communication (IEC) Materials

The winning bidder shall provide the appropriate IEC materials, to include, but not limited to destination brochures, itineraries and other printed materials pertaining to the tour programs being offered. These shall be displayed in the tour desks in the official meeting venues.

DOT shall provide the standard destination brochures (e.g., Manila, Pampanga) to be given to the tour participants. The winning bidder will provide the IEC materials for the specific tour sites to be visited.

3. Transportation

1. Only DOT accredited transportation providers shall be allowed to service WTTC delegates, National Organizing Committee members and staff, and DOT officials and staff.
2. Vehicles that will be used as part of the official service pool will be inspected and (pre-) approved by the DOT Office of Tourism Standards or the appropriate unit of the DOT Regional Office that has oversight function of the region from where the vehicle will be sourced;
3. The vehicles should be in good running condition with well-functioning air-conditioning (for vans), PA system and CCTVs (for buses and coasters) and on-board insurance.
4. Vehicles should only be from 2016 model and up (Vehicle's OR / CR to be presented during vehicle inspection).

5. Ensure that all service vehicles are cleaned and sanitized on a daily basis;
6. Pick-up and drop-off points from and to official hotels / pick-up points within Metro Manila will be designated and communicated to the winning bidder.

4. Tour Guiding Services

1. Only DOT-accredited, English-speaking tour guides shall be contracted by the official tour operator/s to provide guiding (and interpretation) services during the hosted tours for all delegates, as well as for optional paying tours for the duration of the Summit.
2. Tour guides should have a valid DOT accreditation at the time they are contracted / engaged. DOT Regional Offices shall (pre) approve the hiring of tour guides for tour programs to be conducted in their respective region;
3. 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 and relevant. The spiels should be screened and approved by the DOT Regional Office concerned.

5. Tour Health Kits

Delegates participating in each of the hosted tours and/or paying tours shall be provided with appropriate tour kits containing the following basic amenities:

1. One (1) 500ml reusable water tumbler per tour participant, per tour program. The winning bidder is enjoined to remind participants to refill the water tumblers in refilling stations (e.g., hotels / resorts) during tours.
2. Hygiene kits in reusable drawstring pouches or sustainable packaging with Philippine branding. It should contain the following:
 - One (1) pack of facial tissue (handy pack, 2 ply, minimum 40 pulls each)
 - One (1) pack wet wipes (handy pack, 25 sheets, biodegradable material)
 - 50ml. of 70% isopropyl alcohol (in a spray bottle) or natural hand sanitizer
 - Two (2) pieces individually-wrapped disposable KN-95 masks and lanyard (for participants in each tour program);
3. One (1) piece sun visor / hat and one (1) umbrella
4. Two (2) packs (100 mg) hand-carry Philippine food biscuits / delicacy
5. Ten (10) pieces of fruit-flavored candies
6. The provision of peanuts is not allowed

NOTE:

Target number of health kits: 60 to 100 health kits for the Manila Heritage Tour
40 to 80 health kits for the Investment Tour to Clark, Pam.

IV. GENERAL REQUIREMENTS

1. Cover all expenses related to the conduct of the tours, as stipulated in this Technical Specifications.
2. Professional fees, meals, accommodations, Covid19 RT-PCR tests/border antigen tests, PPEs and other miscellaneous fees of drivers, tour guides, coordinator and assigned personnel of the winning bidder (only). Assigned personnel must be fully vaccinated (vaccination cards / DOH vaccination certificates will be required). Copies of Vaccination cards together with a negative RT-PCR test result should be submitted to the WTTC Tours Committee at least 24 hours prior to the trip.
3. Bidders must adhere to the DOT Guidelines from the Memorandum Circular No. 2020-008 and 2020- 011, as well as the IATF Safety Guidelines and Protocols.
4. Willing to provide services on a “send-bill” arrangement. 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 (including boarding passes per COA regulations). Payment must be made in accordance with prevailing accounting and auditing rules and regulations.
5. Able to troubleshoot and recalibrate through unforeseen changes in the tour specifications.
6. Able to work on a minimum guarantee of pax per tour vehicle per run. (If a tour vehicle during the Manila Heritage Tour (per run) does not reach the minimum guarantee of participants, this will result in the cancellation of that tour vehicle/run).
7. Tour activities and/or schedules/dates are subject to change according to the recommendations of the WTTC 2021 Organizing Committee and/or the DOT Regional Office involved.

V. QUALIFICATIONS OF BIDDERS

1. Must have a PHILGEPS Platinum registration;
2. Engaged in the travel and tour operator business for at least three (3) years at the date and time of the opening of bids;
3. Must have experience in organizing tours for high level government delegates and VIPs from national or international organizations;
4. Must have a minimum of 3 years’ experience in providing logistical requirements and tour operator services for small, medium, or large scale tours, events, and the activities;
5. Must have expertise in organizing and coordinating travel arrangements, specifically within Metro Manila and Clark area;

VI. ADDITIONAL TECHNICAL REQUIREMENTS

The following additional technical requirements must be submitted together with the proposal.

1. Bidders should submit a budget bid proposal that reflects the cost of tours, activities, and logistical requirements. The WTTC NOC-initiated sponsorships (hosted/discounted) will be deducted from the bid amount or billing. Thus, the tour operator will bill DOT **based on the individual cost and actual number of participants, subject to minimum guarantee.**
Any spillover / excess number of tour participants (above the maximum number) joining any of the tour programs will have to be pre-approved by the WTTC Philippine NOC.
2. Valid Department of Tourism (DOT) Certificate of Accreditation or Provisional Certificate of Accreditation.
3. Provide an alternative itinerary, without additional cost to WTTC NOC, in case of rain, typhoon, and other unforeseen or fortuitous events.

Said alternative itinerary should be within their original bid price.

4. Provide a tour package price on a “1) per pax basis and 2) **a total package cost based on the target maximum number of participants**”.

VII. PERSONNEL REQUIREMENTS FOR THE TOURS AND TOUR DESKS

The winning bidder shall provide the following personnel:

1. At least one coordinator capable of decision-making to manage the tour requirements (pre-, on-site and post-tour) and tour desks at official hotels.
2. Two (2) staff in corporate attire or appropriate dress code as prescribed by the NOC or the end user, to man the tour desks located at the main meeting venue and official hotels to be designated by the DOT. The staff should be able to handle inquiries on the hosted tours and tours for sale. The display of the winning bidder’s branding material(s) at the tour desks is discouraged.
3. Provide a list of personnel to the WTTC Security Committee three (3) days before the scheduled hosted tours. Changes in the personnel assignment are highly discouraged.
4. Tours desk shall be made available at the official (delegates) hotels from April 17 to 23, 2022.

VIII. TOUR BROCHURES/HANDBOOK

An online description and related content of the tours (to include itineraries, schedules, photos, dress code and other relevant information in pdf format) shall be prepared and submitted to the WTTC Summit Secretary General (Asec. Verna Buensuceso) at least seven (7) working days (prior to the conduct of the tour) for approval. The approved content must be made available to the participants at least two (2) working days prior to the tour.

IX. MINIMUM NUMBER OF GUARANTEED PARTICIPANTS

1. The DOT shall guarantee a minimum and maximum number of participants as indicated in this Technical Specifications.
2. For excess in the number of participants, the winning tour operator shall charge the WTTC NOC based on the rate of the tour package computed per pax.

X. TOUR DOCUMENTATION AND TERMINAL REPORT

1. The winning bidder 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.
2. A Same Day Edit (SDE) video will be submitted to the WTTC Tours Committee for showing during the function/event. The SDE video should be 2-3 minutes long, with raw footage and images to be submitted to the WTTC Tours Committee.

SDEs should be provided for the actual runs of the Manila Heritage Tour and the Investment Tour of Clark.

3. A terminal report shall also be prepared by the winning bidder which shall include among others, feedback from participants, photos and videos. The terminal report shall be submitted together with the Billing Statement and all the other supporting documents.

The WTTC Tours Committee will supply the feedback forms. Once filled up by the tour participants, the winning bidder should record the responses and include it in the Terminal Report. The filled-out forms should be returned to the Tours Committee for verification.

XI. TOUR SIGNAGES AND BANNER

The winning bidder shall provide bus banners, number signages (inside the coasters), identifiers for the delegates, lollipop signages for tour guides, table nameplates / placecards for the coordinators and tour committee members upon claiming the identifiers.

XII. APPROVED BUDGET COST (ABC)

The total ABC for the tours is **TWO MILLION EIGHTY-TWO THOUSAND PESOS (Php 2,082,000.00) (assuming the target number of participants in both tours are reached and all tour components are utilized)** with the following considerations:

1. Complimentary Incentivized Manila Heritage Tour (including simulation run). Target number of participants is 100 pax, with a guaranteed number of 60 pax (simulation plus actual tour).
2. As mentioned in the pre-bid conference, correction on the target number of pax for the Clark Investment Tour, as specified below:

Clark Investment Tour (including simulation run): Target number is 80 pax (investors, liaison officers, security officers, DOT Organizing Committee officials and staff, DOT Region III, partner agencies and organizations), with a guaranteed number of 40 pax (simulation plus actual tour).

The corresponding budget is inclusive of the other amenities as defined in this technical specifications.

XIII. CONTACT PERSONS

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