

TERMS OF REFERENCE

I. PROJECT TITLE AND DESCRIPTION:

Procurement of a Tourism Destination Marketing Company (TDMC) in Indonesia
The Department of Tourism, Office of Product and Market Development

II. BACKGROUND:

The Tourism Act (R.A. 9593) designates the Department of Tourism (DOT) to be the primary planning, programming, coordinating implementing and regulatory government agency in the development and promotion of tourism industry, both domestic and international market. RA 9593 further vest in the DOT the mandate to provide an integrated market development program to attract people to visit the Philippines and enhance the prestige of the country (*Section 5.e. Powers and Functions of the DOT*). Product and Market portfolio identified in NTDP 2023-2028 recognizes Southeast Asia, specifically identified as Vietnam, Thailand, Malaysia, Singapore and Indonesia as source markets for development.

The DOT OPMD has since 2009 obtained the services of a tourism destination marketing company (TDMC) as Market Representatives to complement existing DOT Foreign Offices and to service these other markets identified in the NTDP. Our continued presence in the Indonesian market for the implementation of overseas projects, warrant the hiring of the services of a market-based coordinator/representative.

ASEAN arrivals contributes to a higher average of per capita/day spending making it equally lucrative to European arrivals and an important short haul destination. ASEAN countries have likewise recognized the value of interregional travel and distinctively prioritized these countries in their marketing strategies. Indonesia has retained an upward growth rate year on year until 2019. Its current rank in arrivals is on the 13th place overall in 2022. The DOT seeks to engage a TDMC for continuous recovery.

III. OBJECTIVES:

The objectives of hiring the TDMC aims to:

1. Provide assistance to DOT in the development of the market with the end goal of contributing to the recovery of the market to pre-COVID status;
2. Provide assistance in the full implementation of market development projects for Indonesia and enable the evaluation and monitoring of projects within the prescribed period (12 months);
3. Provide assistance in the successful overseas procurement of all necessary services and engagements in the host country vital for the implementation of projects for Indonesia; and
4. Support the DOT mandate to attract foreign visitors seeking the “Filipino Brand” of experience with the end goal of enhancing the prestige of the Philippines in the world and increasing the production of Philippine packages from the time of engagement for the target tourist segments.

IV. DURATION:

The duration of the requirement is for a period of one (1) year.

V. ELIGIBILITY REQUIREMENTS:

1. A duly registered PR or market representative/representation company in Indonesia and must have a physical office in the said country market
2. Must have a minimum of 5 years experience in the travel and tourism industry particularly in destination marketing, PR, or marketing
3. No existing contract representing other ASEAN countries particularly an ASEAN National Tourism Organization (NTO)

4. Must be a member of an international or local tourism association or organization in Indonesia (with proof)
5. Must not be a travel agency or engaged in a similar line of business (with proof)

VI. MINIMUM REQUIREMENT FOR MARKET TEAM/SUPPORT

1. Executive Director/Marketing Director:
 - Bachelor's degree, preferably in Tourism, Business Marketing, Communications, Mathematics, or Economics
 - Citizen or permanent resident or a legal immigrant of Indonesia and must have resided in the said country for a minimum of 5 years' prior his/her hiring
 - Must be able to communicate in English and the major language of Indonesia
 - Must have knowledge on Philippine destinations, having handled projects in the Philippines (with proof) is an advantage
 - Must have work experience with the Indonesian travel trade industry
 - Must have minimum 5 years' experience in marketing tourism accounts (hotels, airlines, theme parks, tourism entertainment products, or related tourism enterprises)
2. Support Team Member:
 - Bachelor's degree/college graduate
 - Citizen or permanent resident or a legal immigrant of Indonesia and must have resided in the said country for a minimum of 3 years prior to his/her hiring
 - Must be able to communicate in English and the major language of Indonesia
 - Must have knowledge on Philippine destinations, having handled projects in the Philippines (with proof) is an advantage
 - Must have minimum 2 years' experience in marketing tourism accounts (hotels, airlines, theme parks, tourism entertainment products, or related tourism enterprises)

VII. SCOPE OF WORK

1. Propose a Market Development Strategy and Action Plan for the Philippines for year 2024 to include: trade development activities, consumer promotion activities, and other activities deem to improve inbound travel to the country
2. Implement marketing projects for Indonesia and provide corresponding reports for the given period
3. Provide monthly market research and intelligence report that includes competitor analysis and benchmarking
4. Provide updated list of buyers and media contacts and others as may be requested by the DOT Head Office
5. Monitor and evaluate projects implemented with a corresponding prescribed investment return metrics agreed upon with the DOT Head Office
6. Facilitate/implement projects by securing proposals/quotations from and advancing payments to suppliers, to be claimed as reimbursement to the DOT, subject to submission of supporting documents (e.g. official receipts, invoices, price quotations from suppliers, etc.)
7. Maintain and enhance the existing webpage for the market
8. Implement other activities that may be prescribed by the DOT

VIII. DELIVERABLES

1. Development of Market Development Strategy and Action covering one (1) calendar year to include annual market development plan, and financial plan
2. Implementation of travel trade development activities to include but not limited to:
 - a. Philippine tourism seminars such as workshops on new developments and other topics deemed to improve tourism traffic

- b. Sales calls and presentations to tour operators, travel agents (wholesalers and retailers), corporate accounts and other industry partners to generate tour packages and to increase market knowledge
 - c. Business matching activities with appropriate business platforms (online or physical platforms)
 - d. Travel trade familiarization trip(s) that showcase new and established destinations suited for the Indonesia market
 - e. Joint-promotional activities with tourism entities
3. Development and implementation of specialist programs to enhance travel trade engagement
 4. Implementation of consumer promotion and activation to include organizing/ managing and participating in any:
 - a. Consumer fair(s) or other similar exhibitions that would reach out to consumers and travelers
 - b. Consumer activation, online and/or offline activities, like in-store promotions and mall promotions, cross promo activities or joint promo activities with consumer products directly or indirectly related to travel
 - c. Social media activations that will make the Philippines the top of the mind destination and communicate government initiatives related to hygiene protocols for our travelers to include but not limited to Facebook and Webpage
 - d. Media familiarization trip(s) that showcase new and established destinations that could provide the travel experience suited for the Indonesia market
 5. Provision of market research and intelligence data/report:
 - a. Report on significant and current data to generate useful information to help in decision making to include up-to-date market data base
 - b. Report on tourism trends including sex-disaggregated data in the market as well as economic trends that may affect travel industry
 - c. Report on competitor news (NTOs to be determined by the DOT Head Office) and emerging developments in the destination
 - d. Identify technology enabled marketing tools, if any
 - e. Develop a master list of contacts in the industry
 6. Submission of monthly reports (format to be prescribed by the Head Office) to include:
 - a. Targets and accomplishments for activities conducted/engaged during the said month
 - b. Analysis of effectiveness of activities conducted/engaged during the said month with report on returns of investment/returns of objectives
 - c. Updates on border protocols
 - d. Media releases
 - e. Updated contact list of buyers (travel trade, establishments, tourism associations, and others as may be requested by the Head Office)
 - f. Website performance metrics and social media engagements
 7. Submission of terminal or accomplishment report for marketing projects
 8. Submission of other significant reports that may be prescribed by the DOT

IX. BUDGET ALLOCATION

Budget Allocation: USD 9,000.00 x 12 months = USD 108,000.00 or its Philippine Peso equivalent to cover the professional fees and monthly operational costs

X. TERMS OF PAYMENT AND REIMBURSEMENT

1. Payment of the professional fee and monthly operational cost shall be made on a monthly basis billed to the DOT Head Office subject to submission of the deliverables and end-user satisfactory performance of service rendered certification.

**Final cost in Philippine Pesos shall be adjusted based on prevailing rates upon the execution of the contract*

2. Reimbursement of all expenses related to project execution must be within the approved budget and Work and Financial Plan, subject to the approval of the Director of the Office of Product and Market Development prior to execution, and must be in compliance with existing Philippine government procurement, budgetary, accounting, auditing and other pertinent rules and regulations.

XI. TIMEFRAME

The contract timeframe is for a period of twelve (12) months from receipt of the Notice to Proceed (NTP).

XII. CONTACT PERSON

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