

## TERMS OF REFERENCE

- I. PROJECT : **TOURISM DESTINATION MARKETING COMPANY**
- II. DURATION : **One (1) year (January to December 2019)**
- III. ELIGIBILITY REQUIREMENTS:

The Tourism Destination Marketing (TDM) Company based in **country market/s** (Attached herewith is the list of 13 Country Markets marked as Annex A) who will participate in the bidding process must have the following eligibility requirements:

- A. Legal Documents: Certificate of Registration or License to engage in business or its equivalent issued by relevant authority in **country market** duly authenticated/validated /noted and seen by the Philippine Foreign Service post in **the country market**.
- B. Technical Documents: Statement of the bidder of all its ongoing and completed contracts, statement of the consultant specifying its nationality and confirming their eligibility as professionals submitted together with the corresponding curriculum vitae and company organizational structure
- C. Financial Document: Financial statements including a Statement of Assets and Liabilities or equivalent
  - \* Non-English documents should be translated by an accredited organization by the Philippine foreign service post.

## IV. QUALIFICATIONS:

The TDM Company for specific market must have the following qualifications:

- A. A company capable of doing both marketing and PR functions including market intelligence and competitor analysis
- B. A company holding an office in the **country market** where the TDM intends to bid; Existence of permanent sub-office in **other prominent cities** is an advantage. (Must be able to assign dedicated staff who can communicate in the English and the language of the Country Market.)
- C. With extensive work experience (minimum **5** years) in the travel and tourism industry particularly in destination management and marketing. Experience as a market representative for an NTO other than the Philippines is an advantage.
- D. Must be a member of an international/local tourism association/organization.
- E. Must not be a Travel Agency or similar line of business.
- F. Manpower complement/support
  - 1. Marketing Director:
    - a. Bachelor's degree/college graduate. Master's degree is an advantage.
    - b. Must be of good character and reputation.
    - c. Citizen or permanent resident or a legal immigrant of **the country market** and must have resided in the said country for a minimum of **3** years prior to his/her hiring.
    - d. Proficient in written and spoken English and the local language(s).
    - e. Must have knowledge on the Philippines; having visited Philippine destinations is an advantage.
    - f. Other qualifications: Must be a respectable practitioner with a good track record and a strong working relationship with other NTOs, travel trade, media, and other tourism partners. Work experience in the travel trade industry or in an NTO other than the Philippines is an advantage.
  - 2. Dedicated staff
    - a. Bachelor's degree/college graduate; master's degree is an advantage.
    - b. Must be of good character and reputation.
    - c. Citizen or permanent resident or a legal immigrant of **the country market** and must have resided in **the said country market** for a minimum of **3** years prior to his/her hiring.

- d. Proficient in English and the language of the Country Market.
- e. Must have knowledge on the Philippines.

## V. SCOPE OF WORK

- A. Proposed Market Development Strategy and Action Plan for the Philippines (format to be prescribe by the head office) to include:
  - 1. Trade development activities
  - 2. Consumer promotion activities
  - 3. Market research and intelligence
    - a. Gather significant and current data to help in decision making.
    - b. Report tourism trends in the market as well as economic trends that may affect the travel industry.
    - c. Conduct market studies on tourism and development of destinations.
    - d. Make recommendations on other tourism matters including tourism investment.
  - 4. Measurement of Return on Investment (ROI) on all activities conducted/engaged in **the said country market**.
    - a. Identification of an ROI measurement system for all activities
    - b. Setting of targets for the ROI measurement system identified
    - c. Analysis of effectiveness of activities implemented
  - 5. Other activities, aside from those already mentioned above that would be effective for the Italian market in raising awareness on the Philippines
  - 6. Other activities that may be prescribed by the Department
- B. Market Representation to include representing the Department in activities related to image enhancement and tourism development, and in other activities organized by the Philippine foreign post.

## VI. DELIVERABLES

- A. Market development strategy and action plan to include annual market development plan, financial plan, media plan, and possible contingency plans
  - 1. Trade Development Activities to include undertaking:
    - a. Philippine tourism seminars such as workshops on new developments and on investment opportunities, Philippine specialist programs, on-line/web-based workshops.
    - b. Sales/business mission(s)/road show(s)/product presentation(s) in **the country market** to include destination workshops to enhance and offer in-depth knowledge of destinations as a tool for effective selling.
    - c. Travel trade fair(s) participation and travel exhibitions that would provide increased exposure of the Philippine in the market including other travel trade-related events like one-on-one business meetings/travel exchange with travel stakeholders.
    - d. Travel trade familiarization trip(s) that showcase new and established destinations that are ready and could provide the travel experience suited for cash market.
    - e. Sales calls/presentations to tour operators, travel agencies (and front liners), general travel trade, corporates, and other travel industry partners for the production of more tour packages to the country or to generate more sale of tour packages and/or increase market knowledge and equip sales people with in-depth know-how of the destinations.
    - f. Joint-promotional activities with private sector on destination presentations, front-liner/sales team workshops, consumer activities, etc.
  - 2. Consumer Promotion and Activation to include organizing/participating in:
    - a. Consumer fair(s) and other similar exhibits that would reach out to consumers and travelers such as wedding fairs, language (English as a Second Language) fairs, and education fairs.
    - b. Consumer activation 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. Innovative consumer branding activities like in-cinema promotions and branding, movie-premiers promo and branding, beauty contest/talent search events, and tie-ups with consumer products manufacturers/stores like apparel stores, energy drinks, etc.

- d. Media familiarization trip(s) for photographers/writers/bloggers/vloggers as well as special media tie ups with consumer magazines like Vogue, Cosmopolitan, etc.
  - e. Media Plan with data on mileage and press releases distributed in **the country market** per month.
3. Market Research and Intelligence
    - a. Report on significant and current data to generate useful information to help in decision making to include up-to-date market data base and trade contacts
    - b. Report on current tourism trends as well as economic trends that may affect travel industry in general as well as travel patterns and decision to travel
    - c. Market studies on tourism and development of destinations
    - d. Tourism investment opportunity activities to include participating in activities/tie-ups with other government agencies and private sector
  4. Monthly reports (format to be prescribed by the Head Office) to include:
    - a. Identified Return on Investment (ROI) measurement system for activities conducted/engaged during the said month
    - b. Targets and accomplishments for activities conducted/engaged during the said month
    - c. Analysis of effectiveness of activities conducted/engaged during the said month
  5. Identification of new activities aside from those already mentioned above, development of new market segments that would be effective in raising awareness on the Philippines for the Italian market
  6. Other activities that may be prescribed by the Department

## B. BUDGET ALLOCATION

A. Budget Allocation (please see Annex "A" matrix)

B. Payment procedure

- Charges for professional fee shall be billed directly to the Department of Tourism Head Office.

## TIMEFRAME

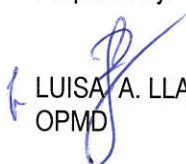
The contract duration is for a period of one (1) year subject to midterm review and evaluation.

Conforme:

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(Authorized signature)  
(Name and Title of signatory)  
(Date)

Prepared by:

 LUISA A. LLAVE  
OPMD

# SHORTLISTING RATING SHEET

## TOURISM DESTINATION MARKETING (TDM) SERVICES FOR CY 2019

A	ELIGIBILITY Check and Shortlisting Criteria and Rating	%	Ratings
1	Company background & track record (PR and Marketing)		
	a) 10 years and above	30	
	b) 5 years and above but below 10 years	20	
	c) below 5 years	0	
2	Educational background of Personnel		
	a) Tourism, Marketing or other equivalent courses	30	
	b) International Studies or other related courses	20	
	c) Other Courses	10	
3	Current Workload Relative to Capacity		
	a) No on going projects	40	
	b) 1 to 3 on going projects	30	
	c) 4 or more on going projects	0	
B	TECHNICAL BID/PROPOSAL CRITERIA AND RATING		
1	Work experience of Personnel		
	a) 5 years and above	40	
	b) 3 years and above but below 4 years	30	
	c) below 3 years	0	
2	Number of Events organized to Promote a Destination/Brand		
	a) 10 and above	40	
	b) 7 and above but below 10	30	
	c) 1 and above but below 7	20	
3	Number of Clientelle		
	a) 10 and above	20	
	b) 7 and above but below 10	15	
	c) 1 and above but below 7	10	

Note: Minimum score is 70% for each section

## MATRIX OF SPECIFIC MARKETS

COUNTRY MARKET	MAIN OFFICE LOCATION	SUB-OFFICE LOCATION	AMOUNT OF PROFESSIONAL FEE (in Local Currency)			
			Per Month	Per Year	Peso/Month	Peso/Year
1. Hongkong and Macau	Hongkong	Macau	US\$8,000.00	US\$ 96,000.00	424,661.60	5,095,939.20
2. Indonesia	Indonesia		US\$ 8,000.00	US\$ 96,000.00	424,661.60	5,095,939.20
3. Malaysia	Malaysia		US\$ 8,500.00	US\$ 102,000.00	451,202.95	5,414,435.40
4. Singapore	Singapore		US\$ 8,000.00	US\$ 96,000.00	424,661.60	5,095,939.20
5. Thailand	Thailand		US\$ 8,000.00	US\$ 96,000.00	424,661.60	5,095,939.20
6. Vietnam	Vietnam		US\$ 7,000.00	US\$ 84,000.00	371,578.90	4,458,946.80
7. Canada	Canada		US\$ 8,000.00	US\$ 96,000.00	424,661.60	5,095,939.20
8. India	New Delhi	Mumbai	US\$ 9,750.00	US\$ 117,000.00	517,556.36	6,210,675.90
9. Middle East/Gulf Coop Council	United Arab Emirates	KSA	US\$ 8,500.00	US\$ 102,000.00	451,202.95	5,414,435.40
10. France	Paris		€ 5,700.00	€ 68,400.00	345,054.63	4,140,655.56
11. Italy	Milan	Rome	€ 4,000.00	€ 48,000.00	242,143.60	2,905,723.20
12. Spain	Madrid	Barcelona	€ 4,800.00	€ 57,600.00	290,572.32	3,486,867.84
13. Russia	Moscow	Vladivostok	€ 6,000.00	€ 72,000.00	363,215.40	4,358,584.80