

TERMS OF REFERENCE

CREATIVE AGENCY

Content Production for Opportunity and Emerging Markets

I. Project Title

The development of multimedia content based on the refreshed “*It’s more fun in the Philippines*” brand targeting the Western Europe, Mediterranean, Middle East, Russia and the CIS and the South East Asian Market.

II. Background

The Department of Tourism (DOT) launched its refreshed “It’s More Fun In The Philippines” branding campaign last February 2019. While the famous tagline “It’s More Fun In The Philippines” remains to sustain the mileage it has brought, this refreshed campaign primarily promotes the Philippines as one of the pioneering countries for sustainable tourism. It gave “fun” a renewed sense of purpose; instilling a culture of sustainable tourism that entails a paradigm shift among the public and private sectors alike—to change how business thinks; to care more about environment, natural resources and tourist destinations.

In 2018, the tourism industry reached its highest foreign arrivals yet at 7.1 million tourists. However, this was mainly due to the top source markets and regions that consisted of countries attracting more than 100,000 tourists in a year.

Meanwhile, opportunity and emerging markets, or countries that have less than 100,000 tourist arrivals in a year have shown lagging numbers in both 2018 and 2019 reports. While growth percentages are still on the positive, they are below the target growth rate of 14%, which is needed to hit the 2019 target of 8.2 million tourist arrivals. The table below shows the performance of regions that have high potential for growth due to product enhancements and connectivity developments and do not consist of countries reaching the 100,000 tourist arrival mark.

Opportunity/Emerging Market	2018 Market Share	2018 Growth Rate	Q1 2019 Market Share	Q1 2019 Growth Rate
Western Europe	3.75%	9.46%	4.42%	15.69%
Mediterranean	1.52%	12.01%	1.5%	-0.68%
Middle East	1.15%	-11.34%	0.84%	-16.32
Russia and the CIS	0.58%	5.93%	0.77%	11.13%
South East Asia	7.44%	8.55%	6.01%	0.67%

On a positive note, these numbers were achieved with only the basic communication efforts in the past years; majority of which were limited only to event activations, participation in international conferences and small-scale social media influence. Higher growth rates are achievable if media channels are properly optimized to reach more travelers in the aforementioned regions.

As such, the DOT now seeks to appoint an experienced creative agency that will produce multimedia content about the best of Philippine tourism destination and products that will resonate with the target markets and convince them to choose the Philippines as their next destination of fun.

III. Objectives

1. To generate and sustain awareness for the Philippines as a premiere tourist destination among travelers in Western Europe, Mediterranean, Middle East, Russia and the CIS and the South East Asia.
2. To achieve at least 14% growth rate for these regions in FY 2019 vs. the previous year
3. To produce multimedia content that will resonate well with the target markets

IV. Scope of Work and Deliverables

LOT 1. Western Europe Content Production

Scope of Work	Deliverables
<p>Conduct and submit to the DOT a market research on relevant demographic and psychographic information about the following countries in Western Europe</p> <ul style="list-style-type: none"> i. Austria ii. Norway iii. Germany iv. France v. Netherlands vi. Switzerland 	<p>A comprehensive market research study with a thematic visual guide for generating content that will resonate with the Western European market</p>
<p>Production and implementation of a TVC-ready audio-visual presentation (AVP) to promote the Philippines to the Western European market</p>	<p>90-second AVP for digital and events 45-second TVC-ready AVP 30-second TVC-ready AVP 15-second TVC-ready AVP</p>
	<p>All AVPs are expected to have a maximum of 6 translations and subtitle files as required by the DOT and must be open to edits as required by the media censorship boards where the AVPs are to be used.</p>
	<p>Production of static and dynamic digital ads derived from the TVC visuals</p>
<p>Design and layout of out-of-home materials as required.</p>	<p>At least thirty (30) high-quality and curated photos that complement the thematic and visuals of the TVC</p> <p>Layouts which must be designed based on designated placement by</p>

	<p>the appointed media planning and placement agency.</p> <p>The print ads are expected to have a maximum of 6 translations and resizing as required by the DOT.</p>
Design and layout of print advertisements as required.	<p>(10) print ads which must be designed based on designated placement by the appointed media planning and placement agency.</p> <p>The print ads are expected to have a maximum of 6 translations and resizing as required by the DOT.</p>
Towards the completion of the engagement, assess the outcome of the advertisement and aid the DOT in the crafting of the succeeding campaign incorporating the insights and recommendations from the evaluation of creative materials made during the period of engagement.	<p>Provide at no cost to the DOT upon the completion of the contract, a workshop with a marketing consultant to be nominated by the chosen creative agency with select DOT employees.</p> <p>The objective is to initiate the development and set guidelines of subsequent Western Europe campaigns based on the current project. The expected output of this workshop may be used as the basis for succeeding marketing Terms of References.</p>

LOT 2. Mediterranean Content Production

Scope of Work	Deliverables
<p>Conduct and submit to the DOT a market research on relevant demographic and psychographic information about the following countries in the Mediterranean</p> <ul style="list-style-type: none"> i. Italy ii. Israel iii. Spain iv. Turkey 	<p>A comprehensive market research study with a thematic visual guide for generating content that will resonate with the Mediterranean market</p>
<p>Production and implementation of a TVC-ready audio-visual presentation (AVP) to</p>	<p>90-second AVP for digital and events 45-second TVC-ready AVP 30-second TVC-ready AVP</p>

<p>promote the Philippines to the Mediterranean</p>	<p>15-second TVC-ready AVP</p> <hr/> <p>All AVPs are expected to have a maximum of 6 translations and subtitle files as required by the DOT and must be open to edits as required by the media censorship boards where the AVPs are to be used.</p> <hr/> <p>Production of static and dynamic digital ads derived from the TVC visuals</p> <hr/> <p>At least thirty (30) high-quality and curated photos that complement the thematic and visuals of the TVC</p>
<p>Design and layout of out-of-home materials as required.</p>	<p>Layouts which must be designed based on designated placement by the appointed media planning and placement agency.</p> <p>The print ads are expected to have a maximum of 6 translations and resizing as required by the DOT.</p>
<p>Design and layout of print advertisements as required.</p>	<p>(10) print ads which must be designed based on designated placement by the appointed media planning and placement agency.</p> <p>The print ads are expected to have a maximum of 6 translations and resizing as required by the DOT.</p>
<p>Towards the completion of the engagement, assess the outcome of the advertisement and aid the DOT in the crafting of the succeeding campaign incorporating the insights and recommendations from the evaluation of creative materials made during the period of engagement.</p>	<p>Provide at no cost to the DOT upon the completion of the contract, a workshop with a marketing consultant to be nominated by the chosen creative agency with select DOT employees.</p> <p>The objective is to initiate the development and set guidelines of subsequent Mediterranean campaigns based on the current project. The expected output of this workshop may be used as the basis for succeeding marketing Terms of References.</p>

LOT 3. Middle East Content Production

Scope of Work	Deliverables
<p>Conduct and submit to the DOT a market research on relevant demographic and psychographic information about the following countries in the Middle East</p> <ul style="list-style-type: none"> i. Kuwait ii. Qatar iii. Bahrain iv. Oman v. United Arab Emirates vi. Saudi Arabia 	<p>A comprehensive market research study with a thematic visual guide for generating content that will resonate with the Middle Eastern market</p>
<p>Production and implementation of a TVC-ready audio-visual presentation (AVP) to promote the Philippines to the Middle Eastern Market</p>	<p>90-second AVP for digital and events 45-second TVC-ready AVP 30-second TVC-ready AVP 15-second TVC-ready AVP</p> <hr/> <p>All AVPs are expected to have a maximum of 6 translations and subtitle files as required by the DOT and must be open to edits as required by the media censorship boards where the AVPs are to be used.</p> <hr/> <p>Production of static and dynamic digital ads derived from the TVC visuals</p> <hr/> <p>At least thirty (30) high-quality and curated photos that complement the thematic and visuals of the TVC</p>
<p>Design and layout of out-of-home materials as required.</p>	<p>Layouts which must be designed based on designated placement by the appointed media planning and placement agency.</p> <p>The print ads are expected to have a maximum of 6 translations and resizing as required by the DOT.</p>
<p>Design and layout of print advertisements as required.</p>	<p>(10) print ads which must be designed based on designated</p>

	<p>placement by the appointed media planning and placement agency.</p> <p>The print ads are expected to have a maximum of 6 translations and resizing as required by the DOT.</p>
<p>Towards the completion of the engagement, assess the outcome of the advertisement and aid the DOT in the crafting of the succeeding campaign incorporating the insights and recommendations from the evaluation of creative materials made during the period of engagement.</p>	<p>Provide at no cost to the DOT upon the completion of the contract, a workshop with a marketing consultant to be nominated by the chosen creative agency with select DOT employees.</p> <p>The objective is to initiate the development and set guidelines of subsequent Middle Eastern campaigns based on the current project. The expected output of this workshop may be used as the basis for succeeding marketing Terms of References.</p>

LOT 4. Russia and the CIS Content Production

Scope of Work	Deliverables
<p>Conduct and submit to the DOT a market research on relevant demographic and psychographic information about the following countries in Russia and the CIS</p> <ul style="list-style-type: none"> i. Moscow ii. Saint Petersburg iii. Novosibirsk iv. Yekateringburg v. Vladivostok vi. Khabarovsk vii. Kazakhstan viii. Ukraine 	<p>A comprehensive market research study with a thematic visual guide for generating content that will resonate with the Russia and the CIS market</p>
<p>Production and implementation of a TVC-ready audio-visual presentation (AVP) to promote the Philippines to the Russia and the CIS market</p>	<p>90-second AVP for digital and events 45-second TVC-ready AVP 30-second TVC-ready AVP 15-second TVC-ready AVP</p>

	<p>All AVPs are expected to have a maximum of 6 translations and subtitle files as required by the DOT and must be open to edits as required by the media censorship boards where the AVPs are to be used.</p>
	<p>Production of static and dynamic digital ads derived from the TVC visuals</p>
	<p>At least thirty (30) high-quality and curated photos that complement the thematic and visuals of the TVC</p>
<p>Design and layout of out-of-home materials as required.</p>	<p>Layouts which must be designed based on designated placement by the appointed media planning and placement agency.</p> <p>The print ads are expected to have a maximum of 6 translations and resizing as required by the DOT.</p>
<p>Design and layout of print advertisements as required.</p>	<p>(10) print ads which must be designed based on designated placement by the appointed media planning and placement agency.</p> <p>The print ads are expected to have a maximum of 6 translations and resizing as required by the DOT.</p>
<p>Towards the completion of the engagement, assess the outcome of the advertisement and aid the DOT in the crafting of the succeeding campaign incorporating the insights and recommendations from the evaluation of creative materials made during the period of engagement.</p>	<p>Provide at no cost to the DOT upon the completion of the contract, a workshop with a marketing consultant to be nominated by the chosen creative agency with select DOT employees.</p> <p>The objective is to initiate the development and set guidelines of subsequent Russia and the CIS campaigns based on the current project. The expected output of this workshop may be used as the basis for succeeding marketing Terms of References.</p>

LOT 5. Southeast Asia Content Production

Scope of Work	Deliverables
<p>Conduct and submit to the DOT a market research on relevant demographic and psychographic information about the following countries in South East Asia</p> <ul style="list-style-type: none"> i. Indonesia ii. Malaysia iii. Singapore iv. Thailand v. Vietnam 	<p>A comprehensive market research study with a thematic visual guide for generating content that will resonate with the South East Asian market</p>
<p>Production and implementation of a TVC-ready audio-visual presentation (AVP) to promote the Philippines to the South East Asian market</p>	<p>90-second AVP for digital and events 45-second TVC-ready AVP 30-second TVC-ready AVP 15-second TVC-ready AVP</p> <hr/> <p>All AVPs are expected to have a maximum of 6 translations and subtitle files as required by the DOT and must be open to edits as required by the media censorship boards where the AVPs are to be used.</p> <p>Production of static and dynamic digital ads derived from the TVC visuals</p> <p>At least thirty (30) high-quality and curated photos that complement the thematic and visuals of the TVC</p>
<p>Design and layout of out-of-home materials as required.</p>	<p>Layouts which must be designed based on designated placement by the appointed media planning and placement agency.</p> <p>The print ads are expected to have a maximum of 6 translations and resizing as required by the DOT.</p>
<p>Design and layout of print advertisements as required.</p>	<p>(10) print ads which must be designed based on designated placement by the appointed media planning and placement agency.</p>

	The print ads are expected to have a maximum of 6 translations and resizing as required by the DOT.
Towards the completion of the engagement, assess the outcome of the advertisement and aid the DOT in the crafting of the succeeding campaign incorporating the insights and recommendations from the evaluation of creative materials made during the period of engagement.	Provide at no cost to the DOT upon the completion of the contract, a workshop with a marketing consultant to be nominated by the chosen creative agency with select DOT employees. The objective is to initiate the development and set guidelines of subsequent South East Asian campaigns based on the current project. The expected output of this workshop may be used as the basis for succeeding marketing Terms of References.

V. Project Duration and Budget Allocation

1. The break date of the TVCs will be on October 2019 with the remaining materials due until December 31, 2019.
2. The Approved Budget of Contract (ABC) for each lot is Twenty Million Philippine Pesos (Php 20,000,000) inclusive of all applicable taxes, agency service fees, bank charges, and other fees as may be incurred in the process.
3. The proposed payment scheme for the campaign will be billed progressively upon completion of the following milestones:

Milestones	Payment %
Approval of TVC concept, storyboard and timelines	30%
Completion of TVC and AVP edit-down requirements	20%
Submission and approval of high-quality and curated photo requirements	10%
Completion of digital ad requirements	10%
Completion of OOH design requirements	10%
Completion of print ad requirements	10%
Submission and approval of the Terminal Report	10%
Total	100%

VI. Qualifications

1. The agency must be a full-service creative agency or production agency with the required manpower/personnel and staff that is duly established in the Philippines.

2. The agency must have been in existence for at least five (5) years, and must have produced a material targeting international audiences during the last three (3) years with an aggregate cost of at least fifty percent (50%) of the approved budget cost for the chosen lot.
3. Other qualifications of the required creative agency for this project are stated in the Bid Data Sheet (BDS).

VII. Minimum Required Personnel

Required Personnel	Minimum Years of Experience in Handling Nationwide Accounts
1. Account Manager	10 years
2. Producer	10 years
3. Creative Director	10 years
4. Art Director/Film Director	5 years
5. Copywriter/Screenplay Writer	5 years
6. Creative Artist	5 years
7. Video Editor	5 years
8. Field Researcher	5 years

Note: Bidders may recommend additional personnel deemed fit for the Team

VIII. Criteria for Rating

Stage 1- Submission of eligibility documents

Stage 2- For short-listed bidders, submit brief credentials and the proposed media plan

1. Short listed bidders who will be declared compliant with the technical requirements on the opening of bids may be required to present their proposed campaign to the members of the Bids and Awards Committee (BAC), and the Technical Working Group (TWG), DOT officials and other tourism stakeholders that the DOT will invite during the pitch presentation if necessary.
2. Should a presentation be required, a maximum of thirty minutes (30 minutes) will be given for each agency for its presentation excluding the question and answer portion with BAC and TWG Members and such other individuals to be invited by the DOT.
3. Should a presentation be required, it will be rated by BAC and TWG members individually, and ratings will be averaged to arrive at a final score per agency. Rating will be done based on the scores.

A. Eligibility Check and Shortlisting Criteria and Rating (80% passing score)

I	APPLICABLE EXPERIENCE OF THE CONSULTANT	60%
A.	<i>Appropriateness of the agency for the assignment</i>	20
	Full service creative agency or Production Agency	20
	Others	5
B.	<i>Number of Similar Projects Completed in the last 3 years</i>	20
	At least six (6) television commercials produced and aired	20
	Three (3) to Five (5) television commercials produced and aired	15
	One (1) to Two (2) television commercials produced and aired	10
	Produced AVPs for digital or other non-TV media channels	5
	No AVPs made	0
D.	<i>Years in Existence as a Full-Service Creative Agency or Production Agency</i>	10
	5 years & above	10
	Below 5 years	5
E.	<i>Projects handled in last 3 years</i>	10
	At least three (3) project with contract costing equal to or greater than ten (10) million	10
	One (1) or Two (2) project with contract costing equal to or greater than ten (10) million	7
	All projects have a contract costing less than ten (10) million	3
II	QUALIFICATION OF PERSONNEL WHO MAY BE ASSIGNED TO THE JOB	20%
A.	Required number and positions of personnel with minimum years of experience is met	20
	Required number and positions of personnel with less than minimum years of experience is met	10
	Required number and positions of personnel is not met	0
III	CURRENT WORKLOAD RELATIVE TO CAPACITY	20%
	Number of on-going similar and related projects relative to capacity	
	6 or more projects with contract cost equal or greater than 10 million pesos	10%
	3-5 projects with contract cost equal or greater than 10 million pesos	15%
	Less than 3 project with contract cost equal or greater than 10 million pesos	20%
TOTAL		100%

B. Technical Bid/Proposal Criteria and Rating (70% passing score)

CRITERIA		RATING
A.	Quality of Personnel to be assigned to the project	20%
	I. Similar projects handled	10%
	II. Level of experience with similar nature of work	10%
B.	Expertise and Capability of the Firm	30%
	I. Services rendered in completed projects in the past 3 years	
	Research or Insight Gathering	2%
	Creative Conceptualization	5%
	Multimedia Production	3%
	TVC Production	5%
	II. Experience and Credentials	
	At least three (3) successful projects, validated by previous clients, the agency has launched within 3 years	10%
	At least one (1) international or local award in the last 3 years by an award-giving body in existence for at least 10 years	5%
C.	Plan of Approach and Methodology	50%
	I. Creative Rendition	
	AVP Concept	15%
	Treatment	10%
	Adherence to “more fun” brand essence	5%
	Resonance with the target audience	10%
	III. Over-all Impact	10%
TOTAL		100%

IX. Other Terms and Conditions

1. All materials produced during the period of engagement shall be amenable to edits at no cost to the DOT for a maximum of 5 revisions.
2. All advertising and creative concepts and original materials (raw and edited) formulated and designed in conjunction with this campaign shall be owned by DOT, with full and exclusive rights, relative to the future use thereof both in the Philippines and internationally. This should be submitted to the DOT in a sturdy hard drive/s;

3. The selected agency shall be subject to assessment of the DOT as to the effectiveness of any phase of the media campaign launched.
4. The firm shall submit regular reports detailing work progress, issues and concerns, and recommend next steps in relation to the project as part of the deliverables.
5. Any excess remuneration or compensation in the form of rebate from the international network/s shall be negotiated with the DOT in the form of additional advertising materials and/or extended media placements, in order to maximize the effect and benefit of the campaign.

X. Contact Person

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