

## TECHNICAL SPECIFICATIONS

<b>BIDDER</b>	:	Tour Operator / Ground Handling Services
<b>PROJECT TITLE</b>	:	Sales Mission in Australia and New Zealand for Medical Tourism
<b>INCLUSIVE DATES</b>	:	April 27 to May 06, 2026 (inclusive of travel time)
<b>VENUE</b>	:	Sydney, Auckland and Melbourne

### I. BACKGROUND

The global medical and health tourism industry is rapidly expanding. According to recent estimates, the market is projected to grow from around USD 85.4 billion in 2025 to USD 145.7 billion by 2033. Within Southeast Asia, leading destinations for health tourism include Thailand, Singapore, and Malaysia.

While the Philippines has developed health tourism for more than two decades, it has yet to emerge as a dominant player in both the global or regional landscape. Meanwhile, recent data show that Australia currently ranks as the fourth-largest inbound tourism market to the Philippines, with New Zealand as the twenty-first — a strong indication of high potential demand from both markets. In Australia, about 15,000 Australians travel overseas annually for medical treatment, often dental or elective care. Recent surveys show that 57% of Australians say they would consider going abroad for medical procedures due to cost or wait-time pressures; 65% of those respondents cited dental procedures as a main reason. Australian private insurers are also beginning to recognize overseas “offshore” treatments, especially cosmetic, dental and elective surgeries as a cost-saving option for individuals. For residents of New Zealand, there is a growing interest in seeking treatments abroad due to these constraints: limited coverage for elective procedures, long wait times when using public health systems, and rising costs of private healthcare.

This project will align well with the Philippine medical and wellness tourism product – competitive pricing, skilled practitioners, modern clinics or hospitals, and the capacity to bundle treatments with tourism and wellness/recovery experiences.

In response to this opportunity, the Department commits to positioning the Philippines as a premier global destination for medical, beauty, dental and wellness tourism. With this, the Department is in need of services of a ground handler to implement the upcoming Sales Mission in Australia and New Zealand on April 27 to May 06, 2026.

### II. MINIMUM REQUIREMENTS:

- A. Must be accredited by the Department of Tourism and must abide to the Memorandum Circular on the Health and Safety Guidelines Governing the Operations of Travel and Tour Agencies and Tour Guides under the New Normal or its equivalent to the host country (or Australian Business Number);
- B. Must be willing to do advance payment to relevant suppliers and/or contractors within the cost parameter set by the DOT and approval of the project component;
- C. Australian Business Number or CATO membership; (Council of Australian Tour Operators)
- D. Provision of airport representative to assist guests upon arrival and departure in airport;
- E. Bidder must submit their quotation with cost breakdown to differentiate the amount of service fee and the amount to be earmarked for the payment to the third parties or other proprietors. Otherwise, tax withheld will be credited from the total contract price, if applicable.

### III. SCOPE OF WORK DELIVERABLES

**The Philippine Department of Tourism requires a package of services for the following:**

- Ground arrangement that includes international and domestic airtickets, transfers/coaster rental inclusive of professional driver fees, drivers' meals and applicable toll fees, meals (mixers) and B2B networking event component;
- Provision of collateral materials, including but not limited to pull-up banners, brochures, promotional booklets, and giveaways
- To identify and shortlist list of invitees/buyers (travel managers, agents, medical integrators) that are focused/specific on bookings related to Medical Tourism
- Prioritization of the target list of invitees/buyers from PDOT Central Office (Annex A)
- To provide directory of the participants, both sellers and buyers
- To provide a pre-event survey (specific information on Medical Tourism) to the list of invitees/buyers
- To provide an online marketing session/briefing with the delegation about Australian Market background at least a week prior to the event proper

## COMPONENTS:

### A. Logistics

*\*Provision of international and domestic air tickets with 40kgs baggage allowance for the DOT Foreign Office and DOT Central Office representatives*

*\*Provision of a coaster that includes toll drivers' fee, meals, parking and entrance fees (if any) and bottled water onboard;*

*\*Provision of 1 coordinator throughout the trip*

Date	No. of pax	Flight Schedule and details	Baggage allowance
30 April 2026	4 pax	Sydney to Auckland Morning departure Economy Class	40kgs each
02 May 2026	4 pax	Auckland to Melbourne Afternoon departure Economy class	40kgs each
06 May 2026	2 pax	Melbourne to Sydney Morning departure Economy Class	40kgs each

DAY	TYPE	QUANTITY	ROUTE/REMARKS
28 April 2026	Coaster	1 coaster	1 coaster for whole day use of stakeholders in Sydney Pick up from the airport to accommodation, transfer from accommodation to briefing venue and back
29 April 2026	Coaster	1 coaster	1 coaster for whole day use of stakeholders in Sydney
30 April 2026	Coaster	1 coaster	1 coaster for airport transfers in Sydney and Auckland
01 May 2026	Coaster	1 coaster	1 coaster for whole day use of stakeholders in Auckland
02 May 2026	Coaster	1 coaster	1 coaster for airport transfers in Auckland and Melbourne
03 May 2026	Coaster	1 coaster	1 coaster for whole day use of stakeholders in Melbourne
04 May 2026	Coaster	1 coaster	1 coaster for whole day use of stakeholders in Melbourne
05 May 2026	Coaster	1 coaster	1 coaster for half-day use of stakeholders in Melbourne
06 May 2026	Coaster	1 coaster	1 coaster for airport transfer in Melbourne

### B. B2B networking event component

*\*Provision of a function room that includes a simple set-up of sound system, microphone and projector, with unlimited mixers (Filipino-inspired) and unlimited drinks*

Dates	Location	Capacity
29 April 2026 (Wednesday)	Sydney	40 pax
01 May 2026 (Friday)	Auckland	40 pax
04 May 2026 (Monday)	Melbourne	40 pax

### C. Meals

*\*Provision of lunch/dinner with drinks at a local restaurant for debriefing of stakeholders*

Dates	Meal Type	Location	Capacity
28 April 2026 (Tuesday)	Dinner	Sydney	12 pax
05 May 2026 (Saturday)	Dinner	Melbourne	12 pax

#### D. Collateral Materials

##### PULL-UP BANNERS

Quantity : 4 sets  
Specifications : One-side, digital print with carrying bag  
Frame Size : 3.3ft x 6.5ft

##### BROCHURES FOR MEDICAL TOURISM

Quantity : 500 pcs  
Specifications : Digital Printing  
Size : A4 size, two-fold

##### TRAVEL GUIDE BOOKLETS

Quantity : 500 pcs  
Specifications : Digital Printing  
Size : A4 size, two-fold

##### GIVEAWAYS with bags

Quantity : 300pcs  
Specifications : Travel adapter

#### IV. BUDGET

**TOTAL BUDGET: PHP 4,200,000.00 or its equivalent to AUD (inclusive of taxes and other applicable fees)**

***Cost proposal must be submitted with an itemized breakdown.***

The winning bidder shall be determined based on the proposal, provided that the amount of bid does not exceed the above total budget.

Project expenses to be charged to PDOT Sydney's GAA.

Submission must be sent to PDOT-Sydney at [cassie@tourismphilippines.com.au](mailto:cassie@tourismphilippines.com.au)

#### V. PAYMENT TERMS

Must be willing to provide services on tranches mode.

Bill must be addressed to the Philippine Department of Tourism – Sydney.

#### VI. CONTACT PERSON

**Contact Person** : **JUSTINNE AUBREY P. GUCE**  
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351 Sen Gil Puyat Avenue  
Brgy. Bel Air, 1200 Makati City  
**Email Address** : [jcprovido@tourism.gov.ph](mailto:jcprovido@tourism.gov.ph)

**Contact Person** : **CASSANDRA S. CAMONGGOL**  
**Address** : Philippine Department of Tourism - Sydney  
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NSW 2000, Australia  
**Email Address** : [pdot.sydney@tourism.gov.ph](mailto:pdot.sydney@tourism.gov.ph)  
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**Noted and approved by:**

**PAULO BENITO S. TUGBANG, M.D.**  
Director  
Office of Product Development