



**TOURISM DESTINATION MARKETING REPRESENTATION SERVICES IN THE PHILIPPINES  
GVB RFP 2020-001**

**GVB RESPONSE TO QUESTIONS**

**October 17, 2019**

GVB OFFICIAL RESPONSE TO QUESTIONS POSED BY 5:00 P.M. ON FRIDAY, OCTOBER 11, 2019:

Question 1. Reference Page 10, #3:

- A. Will you be able to provide access to GVB's existing library containing files, such as videos, etc. to the chosen agency?

**GVB Response: Yes**

- B. Can the chosen agency utilize some of these files to create original content from the existing digital assets?

**GVB Response: Yes**

Question 2. Reference Page 10, #3: Will the chosen agency have access to the Customer Relationship Management System (CRM) of GVB and will there be an on-boarding process to be able to access and use the system?

**GVB Response: Yes**

Question 3. Reference Page 12, #15: What special assistance will other Guam agencies need?

**GVB Response: The Bureau collaborates with other Government of Guam agencies to increase arrivals, entice flight service, and improve Guam's economic stature. Assistance for other agencies may include scheduling meetings and local ground transportation.**

Question 4. Reference Page 24, #12: What other assignments are expected to be done by the chosen agency outside the execution of the approved Marketing plan and how frequent are these assignments?

**GVB Response:**

**#12 on page 24 states: Responsible for cost of training, Guam orientation of new staff should staff who is handling any part of the Bureau's account leaves the company in less than two (2) years of appointment to the Bureau's account.**

**Regarding #11 on page 24: Perform work and other assignments as provided by the GVB Head Office Marketing Department.**

The list in the scope of work is quite comprehensive. There may be an occasion where an assignment is not specifically indicated in the scope. This section is to cover those rare occasions.

Question 5. Reference Page 24. INVOICES FOR PROJECTS: Please clarify if this budget is outside of the 2020 Expenditure Plan of USD 200,000.00.

**GVB Response:** Please read the following sentence after the Invoices for Projects section (in BOLD and UNDERLINED): Appendix A is the formatted exercise for the Offeror **to demonstrate ability to perform the required services**, which shall be the basis of your proposal. The \$200,000.00 figure provided in Appendix A is a part of this formatted exercise and is not related to the actual amount of the contract, which will be negotiated with the highest rated Offeror.

Question 6. Reference Page 32, #1.23; Page 38, Section D, states that the 2020 expenditure plan is based on the amount of USD 200,000.00 in relation to the previous question, will the chosen agency be allowed to amend the fees stated on the submitted proposal or propose a different budget for the project but keeping in mind the USD 200,000.00 as basis?

**GVB Response:** See response to Question 5.

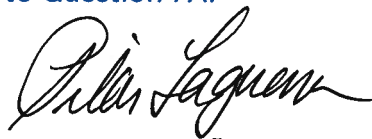
Question 7. Reference Page 44, #3.21 Licensing:

A. Must the Offeror hold an approved Certificate of Authority (CoA) prior to submitting a proposal or can acquirement of the CoA be contingent to winning the account?

**GVB Response:** Read 1.10 Certificates on page 28.

B. Other than the CoA and documents clearly itemized on the RFP, are there other business licenses needed to be able to transact with GVB; and can these additional business licenses be obtained after awarding of the contract?

**GVB Response:** See response to Question 7A.



**PILAR LAGUAÑA**  
President and CEO