



**REQUEST FOR PROPOSAL
FOR
VISITOR EXIT SURVEYS
GVB RFP 2011-011**

GVB seeks to retain a qualified professional research firm (“Firm”) with specialties in designing, implementing, and evaluating research on Guam for the purpose of assisting GVB in tracking visitor attitudes, satisfaction, and spending behavior of departing visitors from Taiwan, China, USA/Hawaii, and Hong Kong. The information collected should also assist GVB to refresh baseline data to better understand the nature and economic value of each visitor market segment. The contractual obligation of both parties shall be for FY2012, FY2013 and FY2014 and is subject to the appropriation and availability of funds therefor.

Request for Proposal (RFP) packages may be obtained at the GVB’s Main Office, in Tumon, Guam, anytime from Monday through Friday, excluding holidays, between 8:00 a.m. and 5:00 p.m. The RFP may also be downloaded at the Guam Visitors Bureau’s website at www.visitguam.org. **Deadline for submission of all proposals is 5:00 p.m. Chamorro Standard Time (Guam Time), Friday, July 29, 2011.** All proposals must be submitted to the attention of: **Joann G. Camacho, General Manager.**

A **non-refundable US\$25.00 fee** is required for each RFP packet picked up at the GVB’s Main Office. Methods of acceptable payment to the Bureau are:

- 1) US\$ cash
- 2) Bank Wire Transfer
- 3) Major Credit Card – Visa, MasterCard, Discover, JCB

The Evaluation Committee, with the written approval of the General Manager, reserves the right to reject any or all proposals, solicit new proposals, waive minor informalities or irregularities or award the visitor exit surveys in whole or in part.

All questions regarding the proposal should be made in writing and directed to Joann G. Camacho, General Manager, via email at jcamacho@visitguam.org or by phone at (671) 646-5278 or thru fax (671) 646-8861. Except to the above persons named, direct or indirect contact with the GVB Management or Staff, Board members, or any person participating in the selection process is prohibited.

**/s/ Joann G. Camacho
General Manager**



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**REQUEST FOR PROPOSALS
GVB RFP 2011-011**

VISITOR EXIT SURVEYS

SECTION 1: COMPANY AND PROJECT OVERVIEW AND INSTRUCTIONS

1.0 SUMMARY AND BACKGROUND

GVB seeks to retain a qualified professional research firm ("Firm") to conduct visitor exit surveys at the Guam International Airport (GIAA). The Firm should have specialties in designing, implementing, and evaluating research on Guam for the purpose of assisting GVB in tracking visitor attitude, satisfaction, and spending behavior of departing visitors from Taiwan, China, USA/Hawaii, and Hong Kong. The information collected should also assist GVB to refresh certain baseline data to better understand the nature and economic value of each visitor market segment. The contractual obligation of both parties shall be for FY2012, FY2013 and FY2014 and is subject to the appropriation and availability of funds therefor.

1.1 COMPANY

The GVB is a public non-stock, non-profit membership corporation tasked with the general responsibility to promote the visitor industry on Guam. The Bureau is guided by policies established and developed by its Board of Directors as authorized by Guam law. The Bureau's Board is comprised of twelve (12) voting directors and one (1) alternate director who collectively establish general guidelines necessary to meet the Bureau's goals and objectives, including the identification of short- and long-term goals. The General Manager oversees daily operations of the Bureau. Personnel from Administration, Community Programs, Research and Marketing provide staff support. Department staff also administer and support the goals and activities of Board Standing committees, which are chaired by Board Members and whose membership is comprised of industry, community and governmental representatives. The GVB currently has marketing representative offices in the USA, Japan, Korea, China, Hong Kong, Taiwan and the Philippines. GVB's funding source is the Tourist Attraction Fund (TAF). Occupancy taxes, currently at 11%, are collected and deposited into the TAF. Aside from supporting the GVB operations, the TAF also supports the development and promotion of tourism-related projects and the maintenance of public parks, beaches and recreational facilities.

1.2 CURRENT SITUATION

Through the years since the creation of the GVB Research Department in 1991, various exit surveys have been conducted with Japan, Korea, Taiwan, Hong Kong and USA/Hawaii. With the exception of Japan and Korea, all other exit surveys have ceased. With changing times, the GVB seeks to establish baseline data for Taiwan, Hong Kong, China and USA/Hawaii.

1.3 CONTRACT TERM AND OPTIONS

The contract(s) awarded under this RFP may be for individual country surveys as described in Section 3: Scope of Work. The decision to issue and award the project shall be the sole discretion of the GVB and shall be subject to certain conditions, including the following: the availability of funds, the GVB's satisfaction with the offeror's work and the successful negotiation of the fee.

1.4 SINGLE POINT OF CONTACT

From the date of this RFP is issued until an offeror is selected and the selection is announced by the procurement officer, offerors are not allowed to communicate with any staff or officials of the Office of the Governor and GVB regarding this procurement, except at the direction of Mrs. Joann G. Camacho, GVB General Manager. Contact information for the single point of contact is as follows:

Joann G. Camacho
General Manager
Guam Visitors Bureau
401 Pale San Vitores Road
Tumon, Guam 96913
jcamacho@visitguam.org

1.5 REQUIRED REVIEW

1.5.1 The Offeror is required to read each and every page of the Proposal and by the act of submitting a proposal shall be deemed to have accepted all conditions contained therein except as noted elsewhere. In no case will failure to inspect constitute grounds for a claim or for the withdrawal of a proposal after opening. Proposals shall be filled out in ink or in typewritten and signed in ink. Erasures or other changes in a proposal must be explained or noted over the signature of the Offeror. Proposals containing any conditions, omissions, unexplained erasures or alterations or items not called for in the RFP, or irregularities of any kind may be rejected by the GVB as being non-complying.

1.5.2 Form of Questions. Offerors with questions or requiring clarification or interpretation of any section within this RFP must address these questions in writing or via e-mail to the single point of contact referenced above on or before the date specified in the **Timetable (Appendix C)**. Each question must provide clear reference to the section, page and item in question. Questions received after the deadline may not be considered.

1.5.3 Responses. The GVB will provide a written answer to all questions received by the date specified in the section Timetable. The response will be by formal written addendum. Any form of a written addendum will be forwarded to all Offerors who have picked up a RFP by the close of business on the date listed in the Timetable. Offerors must sign and return any addendum with their RFP response.

1.6 PRE-PROPOSAL CONFERENCE

Pre-proposal conferences may be permitted anytime prior to the date of receipt established herein. The conferences will be conducted only to explain the procurement requirements for this RFP. The GVB will notify the offerors of any substantive clarification provided in response to any inquiry. The GVB will extend the due date if such information significantly amends the solicitation or makes compliance with the original proposed due date impractical.

1.7 GENERAL REQUIREMENTS

1.7.1 Acceptance of Standard Terms and Conditions/Contract. By submitting a response to this RFP, offeror agrees to acceptance of the standard terms and conditions and contract as set out in this RFP. Much of the language included in the standard terms and conditions and contract reflects

requirements of Guam Procurement Law. Requests for any necessary licenses, or any added provision must be submitted to the procurement officer referenced above by the date for receipt of written questions and must be accompanied by an explanation of why the exception is being sought and what specific effect it will have on the offeror's ability to respond to the RFP or perform the contract. The GVB reserves the right to address non-material requests for exceptions with the high scoring offeror during contract negotiation. Any material exceptions requested and granted to the standard terms and conditions and contract language will be addressed in any formal written addendum issued for this RFP and will apply to all offerors submitting a response to this RFP. The GVB will make any final determination of changes to the standard terms and conditions and/or contract.

- 1.7.2 Resulting Contract.** This RFP and any addenda, the offeror's RFP response, including any amendments, a best and final offer, and any clarification question responses shall be included in any resulting contract. The contract shall contain the contract terms and conditions that will form the basis of any contract between the GVB and the highest scoring offeror. In the event of a dispute as to the duties and responsibilities of the parties under this contract, the contract, along with any attachments prepared by the GVB will govern in the same order of precedence as listed in the contract.
- 1.7.3 Mandatory Requirements.** To be eligible for consideration, an offeror *must* meet the intent of all mandatory requirements. The GVB will determine whether an offeror's RFP response complies with the intent of the requirements. RFP responses that do not meet the full intent of all requirements listed in this RFP may be subject to point reductions during the evaluation process or may be deemed non-responsive.
- 1.7.4 Understanding of Specifications and Requirements.** By submitting a response to this RFP, offeror agrees to an understanding of and compliance with the specifications and requirements described in this RFP.
- 1.7.5 Prime Contractor/Subcontractors.** The highest scoring offeror will be the prime contractor if a contract is awarded and shall be responsible, in total, for all work of any subcontractors. All subcontractors, if any, must be listed in the proposal. The GVB reserves the right to approve all subcontractors. The Contractor shall be responsible to the GVB for the acts and omissions of persons employed directly by the Contractor. Further, nothing contained within this document or any contract documents created as a result of any contract awards derived from this RFP shall create any contractual relationships between any subcontractor and the GVB.
- 1.7.6 Offeror's Signature.** Any individual authorized to legally bind the business submitting the proposal must sign the proposals in ink. The offeror's signature on a proposal in response to this RFP guarantees that the offer has been established without collusion and without effort to preclude the GVB from obtaining the best possible supply or service. Proof of authority of the person signing the RFP response must be furnished upon request.
- 1.7.7 Offer in Effect for 120 Days.** A proposal may not be modified, withdrawn or canceled by the offeror for a 120-day period following the deadline for proposal submission as defined in the Timetable, or receipt of best and final offer, if required, and offeror so agrees in submitting the proposal.
- 1.7.8 Major Shareholders Disclosure Affidavit.** As a condition of Offeror, any partnership, sole proprietorship or corporation doing business with the GVB shall submit an affidavit, executed under oath that lists the name and address of any person who holds more than 10 percent (10%) of the

outstanding interest or shares in said partnership, sole proprietorship or corporation at any time during the twelve (12) month period immediately preceding submission of a bid. The affidavit shall contain the number of shares or the percentage of all assets of such partnership, sole proprietorship or corporation, which are held by such person during the twelve (12) month period. In addition, the affidavit shall contain the name and address of any person who has received or is entitled to receive a commission, gratuity or other compensation for procuring or assisting in obtaining business related to the proposal for the Offeror and shall also contain the amounts of any such commission, gratuity or other compensation. The affidavit shall be open and available to public inspection and copying.

1.7.9 Conflict of Interest Disclosure and Statement of Understanding Affidavit. Each individual or firm submitting a proposal for any portion of the work covered by the proposal by the proposing documents shall execute this affidavit.

1.7.10 Restriction Against Contractors Employing Convicted Sex Offenders From Working At Government of Guam Venues. Each individual or firm submitting a proposal for any portion of the work covered by the proposal by the proposing documents must warrant that no person in its employment who has been convicted of a sex offense under the provisions of Chapter 25 of Title 9 of the Guam Code Annotated or of an offense defined in Article 2 of Chapter 28 of Title 9 of the Guam Code Annotated, or who has been convicted in any other jurisdiction of an offense with the same elements as heretofore defined, or who is listed on the Sex Offenders Registry, shall provide services on behalf of the service provider while on Government of Guam property, with the exception of public highways. If any employee of a service provider is providing service on the contracted service or government of property and is convicted subsequent to an award of a contract, then the service provider warrants that it will notify the GVB of the conviction within twenty-four hours of the conviction, and will immediately remove such convicted person from providing services on the contracted service or government property. If the service provider is found to be in violation of any of the provisions of this paragraph, then the GVB will give notice to the service provider to take corrective action. The service provider shall take corrective action within twenty-four hours of notice from the GVB and the service provider shall notify the GVB when action has been taken. If the service provider fails to take corrective steps within twenty-four hours of notice from the GVB, then the GVB, in its sole discretion may suspend temporarily any contract for services until corrective action has been taken.

Please note that the statutory restriction does not prohibit service providers from employing sex offenders. The statute also does not prevent the sex offenders employees from providing services under a government contract so long as none of the work is done while on Government of Guam property.

1.7.11 Rejection. The GVB shall have prerogative to reject proposals in whole or in part if a determination is made such to be in the public interest or for any reason allowed by law.

1.7.12 Invoicing and Payment Terms and Conditions: All invoices from the offeror who is awarded the contract arising from this RFP shall include supporting documents (i.e., timesheets, shipping invoices, consumable listings, receipts, etc.). All supporting documents must be reviewed and approved by GVB prior to invoice submittal for charges. All GVB approved invoices will be paid net thirty (30) days from the date the invoices are received by GVB. Payment shall be made using a method mutually agreed upon by GVB and the successful offeror. Invoices must be submitted no later than three (3) months after completion of any given task or project. Failure to do so may result in forfeiture of payment.

1.7.13 Currencies of Proposal and Payment: All rates and prices in the proposal and all payments to the

Agency shall be in the currency of the United States of America

- 1.7.14 Taxes.** Offerors are cautioned that they are subject to Guam Business Privilege Taxes, including Gross Receipts Tax and Guam Income Taxes on Guam transactions. Specific information on taxes may be obtained from the Director of Revenue and Taxation.
- 1.7.15 Licensing.** Offerors are cautioned that they are subject to Guam Licensing laws. Specific information on licenses may be obtained from the Guam Department of Revenue and Taxation.
- 1.7.16 Covenant Against Contingent Fees.** The Offeror warrants that he/she has not employed any person to solicit or secure any resultant contract upon agreement for a commission, percentage, brokerage, or contingent fee. Breach of this warranty shall give the GVB the right to terminate the contractor or at its discretion to deduct from the contract price or consideration the amount of such commission, percentage, brokerage, or contingent fees. This warranty shall not apply to commission payable by contractors upon contracts or sales secured or made through bona fide established commercial or selling agencies maintained by the contractors for the purpose of securing business.
- 1.7.17 Equal Employment Opportunity.** Section 3.01(1) of the Presidential Executive Order No. 10935 dated March 7, 1965, requires the Offeror not to discriminate against any employee or applicant for employment because of race, creed, color or national origin. The Offeror will take affirmative action to insure that applicants are employed and that employees are treated equally during employment without regard to their race, creed, color or national origin.
- 1.7.18 Assignment.** Assignment will not be accepted without prior approval from the GVB. Request for approval of assignment must be made with the submission of the proposal. No assignment will be accepted if the request is not made with the proposal.
- 1.7.19 General Intention.** Unless otherwise specified, it is the declared and acknowledged intention and meaning of these General Terms and Conditions for the Offeror to provide the GVB with specified services.
- 1.7.20 Form of Proposal.** All proposals must be submitted in writing. It should include a listing of current and former business clients and a description of the type of work performed or are being performed. At a minimum, if the Offeror is an individual, the proposal should include a complete resume of the individual. If the Offeror is a firm, the proposal should include a resume of the firm's principal(s). The proposal shall also indicate any current or historical engagement or relationships with any public or private party that could potentially create a conflict of interest with the Government of Guam or any of its agencies or instrumentalities.
- 1.7.21 Modification/Alteration.** After the receipt and evaluating of proposals and at its option, the GVB may conduct discussions with the responsible Offerors who have submitted proposals reasonably considered to be selected for the award with the purpose of clarification to assure full understanding and responsiveness to the solicitation requirement. Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision to proposals and such revisions shall be permitted after submission and prior to award for the purpose of obtaining best and final offers. However, please bear in mind that proposals should be submitted initially on your most favorable terms. In conducting discussions there shall be no disclosure of any information derived from proposals submitted by competing Offerors.
- 1.7.22 Modification or Withdrawal of Proposals.** Proposals may be modified or withdrawn at any time prior to the conclusion of discussions.

1.8 SUBMITTING A PROPOSAL

1.8.1 Organization of Proposal. Offerors must organize their proposal into sections that follow the format of this RFP, with tabs separating each section. A point-by-point response to all numbered sections, subsections and appendices is required. If no explanation or clarification is required in the offeror's response to a specific subsection, the offeror shall indicate so in the point-by-point response or utilize a blanket response for the entire section with the following statement:

“(Offeror’s Name)” understands and will comply.

1.8.2 Failure to Comply with Instructions. Offerors failing to comply with these instructions may be subject to point deductions. The GVB may also choose to not evaluate, may deem non-responsive, and/or may disqualify from further consideration any proposals that do not follow this RFP format, are difficult to understand, are difficult to read, or are missing any requested information.

1.8.3 Multiple Proposals. Offerors may, at their option, submit multiple proposals, in which case each proposal shall be evaluated as a separate document.

1.8.4 Copies Required and Deadline for Receipt of Proposals. Any proposals submitted after the above deadline will not be accepted. Submitted proposals must remain valid for at least ninety (90) days. **In response to this RFP, both a sealed technical proposal and a sealed price/fee proposal, containing the offerors' cost and pricing data, must be submitted concurrently.** Each technical proposal must be in writing with 1 Original and 3 copies. The technical proposal must be submitted in a separate sealed envelope from the price proposal. The sealed envelope shall be marked plainly:

**Guam Visitors Bureau
Attention: Joann Camacho, General Manager
Request for Proposal No. GVB RFP 2011-011
Visitor Exit Surveys
Technical Proposal**

In a second separate sealed envelope, the offeror shall also submit a 1 Original schedule of proposed rates for the type of services and a total all-inclusive maximum price per month and for each fiscal year (October 1-September 30). The sealed envelope shall be marked plainly:

**Guam Visitors Bureau
Attention: Joann Camacho, General Manager
Request for Proposal No. GVB RFP 2011-011
Visitor Exit Surveys
Price Proposal**

Facsimile responses to this RFP will not be accepted.

1.8.5 Late Proposals. ***Regardless of cause, late proposals will not be accepted and will automatically be disqualified from further consideration.*** It shall be the offeror's sole risk to assure delivery at the GVB receptionist's desk at the designated office by the designated time. Late proposals will not be opened and may be returned to the offeror at the expense of the offeror or destroyed if requested.

1.9 COST OF SUBMITTING A PROPOSAL

1.9.1 GVB Not Responsible for Preparation Costs. The costs for developing and delivering responses to this RFP and any subsequent presentations of the proposal as requested by the GVB are entirely the responsibility of the offeror. The GVB is not liable for any expense incurred by the offeror in the preparation and presentation of their proposal or any other costs incurred by the offeror prior to execution of a contract.

1.9.2 All Timely Submitted Materials Become the Property of the GVB. All materials submitted in response to this RFP become the property of the GVB and are to be appended to any formal documentation, which would further define or expand any contractual relationship between the GVB and offeror resulting from this RFP process.

2.0 AUTHORITY

This RFP is issued under the authority of the Guam Procurement Act (Public Law 16-124) and the Guam Procurement Regulations. The RFP process is a procurement option allowing the award to be based on stated evaluation criteria. The RFP states the relative importance of all evaluation criteria.

2.1 OFFEROR COMPETITION

The GVB encourages free and open competition among offerors. Whenever possible, the GVB will design specifications, proposal requests, and conditions to accomplish this objective, consistent with the necessity to satisfy the GVB's need to procure technically sound, cost-effective services and supplies.

2.2 RECEIPT OF PROPOSALS AND PUBLIC INSPECTION.

2.2.1 Receipt/Opening of Proposals. Proposals shall not be opened publicly, and shall be opened in the presence of two or more procurement officials. Proposals and modifications shall be time-stamped upon receipt and held in a secure place until the established due date. After the date established for receipt of proposals, a Register of Proposals shall be prepared which shall include for all proposals the name of each offeror, the number of modifications received, if any, and a description sufficient to identify the supply, service, or construction item offered. The Register of Proposals shall be opened to public inspection only after award of the contract. Proposals and modifications shall be shown only to government personnel having a legitimate interest in them.

2.2.2 Review of Proposals. Upon opening the proposals received in response to this RFP, the procurement officer in charge of the solicitation will establish an evaluation committee to review and evaluate all proposals.

2.3 CLASSIFICATION AND EVALUATION OF PROPOSALS.

2.3.1 Initial Classification of Proposals as Responsive or Non-Responsive. All proposals will initially be classified as either "responsive" or "non-responsive". Proposals may be found non-responsive any time during the evaluation process or contract negotiation if any of the required information is not provided; the submitted price is found to be excessive or inadequate as measured by criteria stated in the RFP; or the proposal is not within the plans and specifications described and required in the RFP. If a proposal is found to be non-responsive, it will not be considered further.

2.3.2 Determination of Responsibility. The procurement officer will determine whether an offeror has met the standards of responsibility. Such a determination may be made at any time during the evaluation process and through contract negotiation if information surfaces that would result in a determination of non-responsibility. If an offeror is found non-responsible, the determination must be in writing, made a part of the procurement file and mailed to the affected offeror.

2.3.3 Evaluation of Proposals. The evaluation committee will evaluate the remaining proposals and recommend whether to award the contract to the highest ranking offeror or, if necessary, to seek discussion/negotiation or a best and final offer in order to determine the highest scoring offeror. All responsive proposals will be evaluated based on stated evaluation criteria. In scoring against stated criteria, the GVB may consider such factors as accepted industry standards and a comparative evaluation of all other qualified RFP responses in terms of differing price, quality, and contractual factors. These scores will be used to determine the most advantageous offering to the GVB.

- 2.3.4 Completeness of Proposals.** Selection and award will be based on the offeror's proposal and other items outlined in this RFP. Submitted responses may not include references to information located elsewhere, such as Internet websites or libraries, unless specifically requested. Information or materials presented by offerors outside the formal response or subsequent discussion/negotiation or "best and final offer," if requested, will not be considered, will have no bearing on any award, and may result in the offeror being disqualified from further consideration.
- 2.3.5 Pre-Selection Interviews.** After receipt of all proposals and prior to the determination of the award, the GVB may initiate discussion, with one or more offerors, if clarification or negotiation is necessary. Offerors may also be required to make an oral presentation and/or product demonstration to clarify their RFP response or to further define their offer. In either case, offerors should be prepared to send qualified personnel to meet with the GVB to discuss technical and contractual aspects of the proposal. Oral presentations and product demonstrations, if requested, shall be at the offeror's expense.
- 2.3.6 Best and Final Offer.** The "Best and Final Offer" is an option available to the GVB under the RFP process, which permits the GVB to request a "best and final offer" from one or more offerors if additional information is required to make a final decision. Offerors may be contacted asking that they submit their "best and final offer," which must include any and all discussed and/or negotiated changes. The GVB reserves the right to request a "best and final offer" for this RFP, if any, based on price/cost alone.
- 2.3.7 Evaluation Committee Recommendation for Contract Award.** The evaluation committee will provide a written recommendation for contract award to the procurement officer that contains the scores, justification and rationale for its decision. The procurement officer will review the recommendation to ensure its compliance with the RFP process and criteria before concurring in the evaluation committee's recommendation.
- 2.3.8 Contract Negotiation.** The procurement officer and/or GVB representatives may begin contract negotiation with the responsive and responsible offeror whose proposal achieves the highest score and is, therefore, the most advantageous to the GVB. If contract negotiation is unsuccessful or the highest scoring offeror fails to provide necessary documents or information in a timely manner, or fails to negotiate in good faith, the GVB may terminate negotiations and begin negotiations with the next highest scoring offeror.
- 2.3.9 Failure to Negotiate Contract with Best Qualified Offeror.** If compensation, contract requirements, or contract documents cannot be agreed upon with the best qualified Offeror, a written record stating the reasons therefore shall be placed in the file and the GVB will advise such Offeror of the termination of negotiations which shall be confirmed by written notice with three (03) days. Upon failure to negotiate a contract with the best-qualified Offeror, the GVB will enter into negotiations with the next most qualified Offeror. If negotiations again fail, negotiations will be terminated as provided in the Section and commence with the next qualified Offeror.
- 2.3.10 Contract Award.** Contract award, if any, will be made to the highest ranking offeror who provides all required documents and successfully completes contract negotiation. All parties will execute a formal contract incorporating the Standard Terms and Conditions. The contract may be awarded in part or whole depending on the Offeror's proposal as deemed in the best interest of the GVB.

3.0 SERVICES REQUIRED

Research Objective:

To work with the Research and various marketing committees to clarify and specify the information objectives of the committee with regard to:

- A. Evaluating the success and impact of the seasonal marketing campaigns;
- B. Refresh data traditionally collected in past exit surveys;
- C. Identify the size and economic impact of the target markets that may vary with each country:
Primary target markets: i.e. Family (including FITs), Honeymoon and OLs.
Secondary target markets: i.e. Special Interest Travelers and Incentive Market; and
- D. Identify significant determinants of visitor satisfaction, expenditures and the desire to return to Guam.

Scope of Work:

The Contractor shall develop questionnaires similar to Appendix C to conduct the interviews at the Guam International Airport in order to:

- A. Identify visitors' perceptions about Guam and other competitive destinations;
- B. Identify determining factors for people to travel to Guam or to other competitive destinations;
- C. Identify general travel behaviors of each market segments;
- D. Identify pre-travel preparation - information gathering, purchasing tour products;
- E. Identify travel patterns - what do people look for on-the-spot /travel purpose;
- F. Identify Expenditures - how much people are paying before departure/on-the-spot;
- G. Ad & PR effectiveness/recollection research;
- H. Produce a codebook with tables for each survey period and one for the data aggregation. Codebooks accompanied with Open-ended responses should be submitted. Additional compensation may be requested by The Firm where substantial new information is requested in the form of additional tables. All tables should reflect the number of respondents. All codebooks and open-ended documents shall be identified with the Month and Year in the header of each page and each page shall be numbered.
- I. Prepare separate Exit Survey Reports for each survey period;
- J. Prepare separate Market Segmentation Reports for each survey period identifying factors related to GVB's Primary Target Markets as well as Secondary Target Markets;
- K. Prepare a separate Data Aggregation Report for the fiscal year due by no later than 60 days following the end of each fiscal year.

- L. Confer with the GVB Research Manager and Research Committee and the GVB Marketing Staff and Marketing Committees, to discuss major findings;
- M. Make all revisions required by the GVB to each report;
- N. Provide GVB with the final reports no later than two (02) weeks after GVB has provided the Contractor with the draft report revisions;
- O. Conduct a presentation of findings as requested by the GVB Research Department.

I. Methodology:

A. Questionnaire Design

1. Information Objectives Developed, Clarified and Approved: The Contractor will meet with GVB staff and the research committee to develop, clarify and approve the information objectives for the research.
2. Questionnaire Modifications Drafted: The FY2011 questionnaire is attached as Attachment C and should be revised to suit each country. It is estimated that a questionnaire of about 40-45 core questions, inclusive of demographics, will be required to address the information needs. The questionnaire may be revised as deemed necessary by the GVB. Formal approval of the questionnaire will be the responsibility of the GVB.
3. Translation: The Contractor will then arrange for the questionnaires to be translated into draft form. GVB will be provided a draft to be reviewed by an independent party for translation back into English. Once finalized a final camera-ready copy will be prepared for printing by the Contractor in quantities to meet the sample requirements.

B. Sample Size & Frequency

Sample Size & Frequency: The survey will take place at the Guam International Airport. A systematic random sampling (every n^{th} unit as part of the sample after a random start, where k is the sampling interval) will be used for all surveys with a sampling size as recommended by the Offeror per survey period for monthly, bi-monthly (every two months) and quarterly, and will take into account airline schedules and passenger boarding loads.

C. Fieldwork

1. Airport Security Clearance for Field Staff: The Contractor will obtain the necessary security clearances to conduct interviews at the airport. It is important to note that the GVB is the sponsor for fieldworkers and that the GIAA requires our signature on the request forms.
2. Final Survey Schedule and Flight Schedules to GVB: The Contractor will transmit the final survey schedule for each market to the GVB along with the flight schedules of the airlines.
3. Trained Field Workers: Enumerators will be trained by the Contractor and then deployed according to the schedule for approximately 7 days. During this time period the Contractor will collect the requisite number of completed interviews.

D. Data Entry:

1. Data Entry Program: The Contractor will use a sophisticated data entry program that automatically edits data and checks for data entry errors.
2. Data Entry: During the course of the data entry activity, data will be constantly checked for accuracy against the source documents.

E. Data Tabulation

1. Raw Data Accumulated: Entered data will be accumulated and an SPSS compatible data file will be created and stored by the Contractor for the GVB Research Department. An SPSS set-up file shall define all variables and value labels. Storage of data files is for an indefinite period. The data collected for each survey is the sole property of the GVB and use of the data other than for the analysis as prescribed by the GVB is not permitted.
2. Open-ended Responses Prepared: Questions that are open-ended will be translated into English and a question-by-question open-end file will be created. Open-ended responses will be alphabetized and reported in the Top Line Code Book report.
3. Expenditure Outliers to be reviewed with GVB: Outliers, either too large or too small, will be reviewed and discussed with GVB with respect to their treatment.
4. Preparation and Transmission of the Top Line Code Book: The Contractor will prepare and transmit the code book containing frequency distributions of all questions (frequency, percent, valid percent and cumulative percent), and will integrate this data with the verbatim open ends.

F. Report Preparation and Format

1. A codebook for the month's collection shall be delivered within two (02) weeks of completion of fieldwork with each report properly identifying the month and year that the data is compiled for.
2. A report for the month's collection shall be generated based on specific variables measured during the month survey period that might reflect information specific to a single month or multiple months. This report is due within one (01) week of completion and delivery of codebook. The research committee and the research department staff will work with the Contractor to determine how that information should best be distributed.
3. Formatting of all reports, codebooks and open-ended responses shall be:
 - a. Reports: PowerPoint
 - b. Codebooks: Adobe Acrobat pdf
 - c. Open-ended responses: Word document

SECTION 4: OFFEROR QUALIFICATIONS

4.0 RIGHT TO INVESTIGATE AND REJECT

The GVB may make such investigations as deemed necessary to determine the ability of the offeror to provide the supplies and/or perform the services specified. The GVB reserves the right to reject any proposal if the evidence submitted by, or investigation of, the offeror fails to satisfy the GVB that the offeror is properly qualified to carry out the obligations of the contract. *This includes the GVB's ability to reject the proposal based on negative references.*

4.1 OFFEROR INFORMATIONAL REQUIREMENTS

In determining the capabilities of an offeror to perform the services specified herein, the following informational requirements must be met by the offeror. The response "(Offeror's Name) understands and will comply" may not be appropriate for this section. **(Note: Each item must be thoroughly addressed. Offerors taking exception to any requirements listed in this section may be found non-responsive or be subject to point deductions.)**

- 4.1.1 References.** Offeror shall provide a minimum of three (03) references that are using services of the type proposed in this RFP. The references may include local government or universities where the offeror, preferably within the last five (05) years, has successfully completed work similar to that included in this RFP. At a minimum, the offeror shall provide the company name, the location where the services were provided, contact person(s), customer's telephone number, a complete description of the service type, and dates the services were provided. These references may be contacted to verify offeror's ability to perform the contract. The GVB reserves the right to use any information or additional references deemed necessary to establish the ability of the offeror to perform the conditions of the contract. Negative references may be grounds for proposal disqualification.
- 4.1.2 Resumes/Company Profile and Experience.** Offeror shall specify how long the individual/company submitting the proposal has been in the business of providing services similar to those requested in this RFP and under what company name. A resume or summary of qualifications, work experience, education, skills, etc., which emphasizes previous experience in this area should be provided for all key personnel who will be involved with any aspects of the contract.
- 4.1.3 Method of Providing Services.** Offeror should provide a description of the work plan and the methods to be used that will convincingly demonstrate to the GVB what the offeror intends to do, the timeframes necessary to accomplish the work, and how the work will be accomplished.
- 4.1.4 Determination of Responsibility of Offerors.** The GVB reserves the right in securing from the Offeror information necessary to determine whether or not they are responsible, and to determine their responsibility in accordance with the "Standard for Determination of the Most Qualified Offeror" section on the General Terms and Conditions.
- 4.1.5 Standard for Determination of Best Qualified Offeror.** In determining the best qualified Offeror, the GVB shall be guided by the following:
- A. The ability, capacity and skill of the Offeror to perform;
 - B. Whether the Offeror can perform promptly or within the specified timeframe;
 - C. The character, integrity, reputation, judgment, experience, and efficiency of the Offeror;
 - D. The quality of performance of the Offeror with regards to awards previously made to him;
 - E. The quality (qualifications, expertise, innovativeness, best business practices) of the proposal and

- the Offeror's ability to be responsive to both the known and future requirements;
- F. The previous and existing compliance by the Offeror with laws and regulations relative to procurement;
 - G. The sufficiency of the financial resources and ability of the Offeror to perform;
 - H. The Offeror's ability to meet the specifications of the RFP;
 - I. If requested, the Offeror must meet all ADA regulations and requirements; and
 - J. The number and scope of the conditions attached to the offeror's proposal.

SECTION 5: EVALUATION

5.0 EVALUATION

After receipt of all proposals, an evaluation team will be convened to select the most responsive and qualified offerors.

5.1 EVALUATION CRITERIA

The evaluation committee will review and evaluate the offers according to the following criteria based on a maximum possible value of 100 points. In the evaluation, rating and selecting proposals, the factors and their relative importance will be as follows:

5.1.1 Conformance with RFP Requirements

Maximum 100 Points

- 5.1.1.1** Submit an Executive Summary with a brief description of how your firm qualifies under the requirements of this RFP. Include a statement regarding your firm’s commitment and availability to complete the project in the required timeframe. **40 points**
- 5.1.1.2** Provide the name of the key contact and the address of the office that would manage the project. Include a telephone number, e-mail address and website address of the firm. **10 points**
- 5.1.1.3** Provide at least three (03) references of clients that are using services of the type proposed in this RFP (refer to Section 4.1.1). **10 points**
- 5.1.1.4** Provide resumes or a summary of qualifications, work experience, education, skills, etc., which emphasizes previous experience in this area should be provided for all key personnel who will be involved with any aspects of the contract. **30 points**
- 5.1.1.5** Provide an organizational chart and describe key personnel’s proposed roles and responsibilities on this project. Submittals must identify the proposed project manager responsible for day-to-day management of project tasks and primary point of contact. Describe your organizational structure. Describe your firm’s structure, including whether it is a Corporation, LLC, Partnership or other organization; as well as the length of time in business, number of employees, full and part time, and other information that would help characterize the firm. Provide a list of satellite offices and affiliates. You may include brochures or other material that may be helpful in evaluating your firm (refer to Section 4.1.2). **10 points**

Pricing information should be submitted as stated in Section 1.8.4 and should include the following information:

	TAIWAN	CHINA	HONG KONG	USA/HI
MONTHLY COST				
SAMPLE SIZE				
ANNUAL COST				
BI-MONTHLY COST				
SAMPLE SIZE				
ANNUAL COST				
QUARTERLY COST				
SAMPLE SIZE				
ANNUAL COST				

Proposal should include and identify presentation costs.

5.2 EVALUATION AND AWARD

An Evaluation Team will review all proposals. A maximum of 100 points may be awarded to a proposal. Award will be made based on a weighted point evaluation, to the responsive responsible proposer with the highest overall score.

The GVB shall have the right to award a contract for services in part to multiple qualified firms or in whole to one qualified firm.

The GVB shall have the right to reject all proposals or offers which have been submitted in response to this RFP, at any time, if the GVB determines such to be in the best interest of the Government of Guam for any reason allowed by law and/or regulation or for any reason whatsoever.

APPENDIX A
GVB RFP 2011-011

AFFIDAVITS
A ~ C

Affidavit A:
Major Shareholder Disclosure Affidavit

Affidavit B:
Conflict of Interest Disclosure and
Statement of Understanding
(Offeror)

Affidavit C:
Restriction Against Contractors Employing
Convicted Sex Offenders from Working at
Government of Guam Venues
(Offeror)

AFFIDAVIT B
RFP NO. 2011-###

**CONFLICT OF INTEREST DISCLOSURE AND
STATEMENT OF UNDERSTANDING
(OFFEROR)**

AFFIDAVIT

TERRITORY/STATE/

COUNTRY OF _____)

) ss.

CITY OF _____)

_____, being first duly sworn understand that
(Name of Person)

it is the policy of the Guam Visitor's Bureau ("GVB") to insure the integrity of its procurement process and that any conflict of interest by anyone involved in the procurement process must be disclosed.

Any effort to influence the procurement process may be a breach of a public trust and a breach of the standards of ethical conduct. Any violations of the standards of ethical conduct may lead to criminal and civil sanctions.

I also understand that:

- A. It is a breach of a public trust and/or the standards of ethical conduct pursuant to the procurement laws of Guam if:
- (1) I or any member of my immediate family has a financial interest pertaining to the procurement;
 - (2) A business or organization in which I, or any member of my immediate family has a financial interest pertaining to the procurement; and/or
 - (3) Any other person, business or organization with which I, or any member of my immediate family is negotiating or has an arrangement concerning prospective employment is involved in the procurement.
- B. It is a breach of ethical standards for an employee or volunteers to solicit, demand, accept or agree to accept from another person, a gratuity or an offer of employment in connection with any proceeding regarding the solicitation, proposal or selection pertaining to the procurement.
- C. It is a breach of ethical standards for an employee or volunteers who is participating directly or indirectly in the procurement process to become or be the employee of any person contracting with GVB.
- D. It is a breach of ethical standards for an employee or volunteer to act as a principal, or as an agent for anyone other than the Territory of Guam in connection with any:
- (1) judicial or other proceeding, application, request for a ruling, or other determination;
 - (2) contract;
 - (3) claim; or

(4) charge or controversy in which I participated personally and substantially, where the Territory of Guam is a party or has a direct and substantial interest. This ethical standard shall extend to one year after cessation of any official responsibility with GVB.

- E. No person shall act as an evaluator, or participate directly or indirectly with the procurement process if that person has a personal or professional relationship with an offeror.
- F. All proceedings and information derived from any part of the procurement process are confidential. It is a breach of ethical standards for an employee or volunteers to use confidential information for actual or anticipated personal gain, or for the actual or anticipated personal gain of any other person.
- G. Upon discovery of an actual or potential conflict of interest as stated above, all employees or volunteers shall promptly file a written statement of disqualification and shall withdraw from further participation in the procurement process and/or the transaction involved.

I have read this Conflict of Interest Disclosure and Statement of Understanding and represent that I am in compliance, and shall comply with the ethical standards as set forth above.

(Signature)

Subscribed and sworn to before me this _____ day of _____,.

Notary Public

My commission expires on _____

AFFIDAVIT C
RFP NO. 2011-###

RESTRICTION AGAINST CONTRACTORS EMPLOYING CONVICTED SEX OFFENDERS FROM WORKING AT GOVERNMENT OF GUAM VENUES (OFFEROR)

AFFIDAVIT

TERRITORY/STATE/
COUNTRY OF _____)
) ss.
CITY OF _____)

_____, being first duly sworn is
(Name of Person)

is _____, (Individual, if Sole Proprietor; Partner, if a Partnership; Officer, if a Corporation)

of _____ TEL: _____, *(Name of Offeror; Mailing Address; Telephone Number)*

and a duly authorized representative of said offeror on whose behalf this affidavit is being submitted. Said offeror has affirms that he/she has read and understands the provisions of **5 GCA, CHP 5 §5253 RESTRICTION AGAINST CONTRACTORS EMPLOYING CONVICTED SEX OFFENDERS FROM WORKING AT GOVERNMENT OF GUAM VENUES.**

The offeror understands that:

- (1) No person convicted of a sex offense under the provisions of Chapter 25 of Title 9 Guam Code Annotated, or an offense as defined in Article 2 of Chapter 28, Title 9 GCA in Guam, or an offense in any jurisdiction which includes, at a minimum, all of the elements of said offenses, or who is listed on the Sex Offender Registry, and who is employed by a business contracted to perform services for an agency or instrumentality of the government of Guam, shall work for his employer on the property of the government of Guam other than a public highway.

Further, the offeror represents:

- (1) that no person providing services on behalf of the contractor has been convicted of a sex offense under the provisions of Chapter 25 of Title 9 GCA or an offense as defined in Article 2 of Chapter 28, Title 9 GCA, or an offense in another jurisdiction with, at a minimum, the same elements as such offenses, or who is listed on the Sex Offender Registry; and;
- (2) that if any person providing services on behalf of the contractor is convicted of a sex offense under the provisions of Chapter 25 of Title 9 GCA or an offense as defined in Article 2 of Chapter 28, Title 9 GCA or an offense in another jurisdiction with, at a minimum, the same elements as such offenses, or who is listed on the Sex Offender Registry, that such person will be immediately removed from working at said agency and that the administrator of said agency be informed of such within twenty-four (24) hours of such conviction.

Signature

Subscribed and sworn to before me this _____ day of _____, _____.

Notary Public

My commission expires on _____

APPENDIX C
GVB RFP 2011-011

FOR COMPANY USE ONLY: Gender?: Male ___ Female ___

Stayed at least one night? ___ Yes 18 or older? ___ Yes Tour Company _____

Work in Visitor Industry? ___ No Date: _____

Flight #: _____ Shift ___ AM or ___ PM Interviewer: _____

Prefecture/Region: _____

What was your date of arrival (on this trip)?: Date ___ (dd)/___ (mm) Day of week ___

Hafa Adai! How was your stay on Guam? In order for Guam to develop into a more attractive tourist destination, please complete this survey. Your honest opinions will be used as a reference that will help us to better serve you. Your cooperation is greatly appreciated.

A. When you try to remember ONE ad or promotion about Guam you may have heard or seen within the last 90 days where did you see or hear the ad or promotion? [PROBE, CHECK ONLY ONE]

- ___ 1 TV program or ad
- ___ 2 Magazine article or ad
- ___ 3 Newspaper article or ad
- ___ 4 Internet website or ad
- ___ 5 Travel guidebook
- ___ 6 Brochures
- ___ 7 Guam Visitors Bureau Promotion or Presentation
- ___ 8 Travel Agent Offices
- ___ 9 Other (Please specify: _____)
- ___ 10 Don't remember any ads or promotions (SKIP TO Q.E)
- ___ 11 Miss Earth Guam event
- ___ 12 Guam Fiesta Show

B. What do you remember about the ad or promotion you saw or heard? [Unaided: Interviewer, Check All That Apply]

- ___ 1 An image
- ___ 2 Tag Line
- ___ 3 Other (Please Specify: _____)
- ___ 4 Don't remember

Hafa Adai Guam 365 monitor campaign –

E. Have you heard about the "Hafa Adai Guam 365 monitor campaign?" [Aided: Interviewer, Check All That Apply]

- ___ 1 Yes (Please ask the following :) Where did you hear or see it?
 - ___ TVCM
 - ___ Internet
 - ___ GVB Japan Website
 - ___ Friends/Family
 - ___ Other (Please specify: _____)
- ___ 2 No

F. Have you visited GVB's website?

- ___ 1 Yes
- ___ 2 No

C. Are you married or single? Married ___ Single ___

D. And what was your age on your last birthday: _____ years.

1. Please check all the sources of information you used to find out about Guam before your trip. **[PLEASE CHECK ALL THAT APPLY]**

- | | |
|---|---|
| <input type="checkbox"/> 1 Internet | <input type="checkbox"/> 7 Travel Guide Book at Bookstores |
| <input type="checkbox"/> 2 TV | <input type="checkbox"/> 8 Co-worker/Company travel department |
| <input type="checkbox"/> 3 Magazine | <input type="checkbox"/> 9 Friend or relative |
| <input type="checkbox"/> 4 Newspaper | <input type="checkbox"/> 10 Guam Visitors Bureau promotional activities |
| <input type="checkbox"/> 5 Travel agent brochure | <input type="checkbox"/> 11 Guam Visitors Bureau Office |
| <input type="checkbox"/> 6 I have been to Guam before | <input type="checkbox"/> 12 Other (Please specify: _____) |
| <input type="checkbox"/> 14 Miss Guam promotion | <input type="checkbox"/> 13 Pod casts |
| <input type="checkbox"/> 15 Guam Fiesta show | |

1a. And, from Question 1 above, what was the most important source of information about Guam? (Just record the number here _____).

2. Please check all the sources of information you used to find out about Guam while you were here. **[PLEASE CHECK ALL THAT APPLY]**

- | | |
|--|--|
| <input type="checkbox"/> 1 Hotel Staff | <input type="checkbox"/> 7 Tour Staff |
| <input type="checkbox"/> 2 Local people | <input type="checkbox"/> 8 Restaurant Staff (outside hotel) |
| <input type="checkbox"/> 3 Signs/Advertisement | <input type="checkbox"/> 9 Local publication (Please specify: _____) |
| <input type="checkbox"/> 4 Retail Staff | <input type="checkbox"/> 10 Other visitors |
| <input type="checkbox"/> 5 Taxi Drivers | <input type="checkbox"/> 11 Guam Visitors Bureau |
| <input type="checkbox"/> 6 Visitors Channel | <input type="checkbox"/> 12 Other (Please specify: _____) |

2a. And, from Question 2 above, what was the most important source of information about Guam? (Just record the number here _____).

Next, we would like to ask you some questions about your trip to Guam.

3a. Is this your first trip to Guam?

_____ Yes (**if Yes, skip to question 4**)

_____ No (**Answer 3b and 3c below**)

3b) How many times have you visited Guam? _____

3c) When was your last visit?

_____ 1 Within the last year

_____ 2 One to two years ago

_____ 3 More than two years ago

4. For each of the years below, please write the number of times you traveled and spent two (2) nights or more away from home.

_____ 2006 _____ 2007 _____ 2008 _____ 2009 _____ 2010 _____ 2011

5a. What motivated you to travel to Guam? (Please check (√) all that apply)

- | | |
|--|---|
| <input type="checkbox"/> 1 A previous visit | <input type="checkbox"/> 14 Beautiful seas, beaches, tropical climate |
| <input type="checkbox"/> 2 Price of the tour package | <input type="checkbox"/> 15 Promotional materials from the Guam Visitors Bureau |
| <input type="checkbox"/> 3 To visit friends or relatives | <input type="checkbox"/> 16 Shopping |
| <input type="checkbox"/> 4 Recommendation of friend/relative/travel agency | <input type="checkbox"/> 17 Special promotion (Please Specify: _____) |
| <input type="checkbox"/> 5 Scuba diving | <input type="checkbox"/> 18 Career Certification/testing |
| <input type="checkbox"/> 6 Water sports (snorkeling, windsurfing, parasailing) | <input type="checkbox"/> 19 To Get Married/Attend Wedding |
| <input type="checkbox"/> 7 Short travel time (not too far from home) | <input type="checkbox"/> 20 Honeymoon |
| <input type="checkbox"/> 8 To golf | <input type="checkbox"/> 21 Pleasure |
| <input type="checkbox"/> 9 Just to relax | <input type="checkbox"/> 22 Organized Sporting Activity |
| <input type="checkbox"/> 10 Company/Business Trip | <input type="checkbox"/> 23 Other (Please Specify: _____) |
| <input type="checkbox"/> 11 My company sponsored me | |
| <input type="checkbox"/> 12 Convention/Conference/Trade Show | |
| <input type="checkbox"/> 13 It is a safe place to spend a vacation | |

5b. From Question 5a above, what was the most important motivation to travel to Guam?

Please record number here: _____

6. Who are your traveling companions? (Please check (√) all those that apply).

- 1 I am traveling alone (**Skip to Question 7**)
- 2 With only my Spouse (**Skip to Question 7**)
- 3 With Children 18 or younger (**Please complete the following:**)
How many children are traveling with you in each age group? (**Please record number in each category. If none please record a ZERO**)
- a. 0-2 years
- b. 3-6 years
- c. 7-11 years
- d. 12-18 years
- 4 With Family (**Please complete the following :**)
How many of each are traveling with you in the following categories? (**Please record number in each category. If none please record a ZERO**)
- a. Other siblings/extended family
- b. Older parents
- c. Grandparents
- 5 With Friends
- 6 With Office Colleagues
- 7 With Others (Please specify: _____)

7. Please describe your travel arrangements to Guam?

- 1 Full package tours (airfare, hotel, meals, optional tours, etc. included)
- 2 Free-time package tours (airfare and hotel only)
- 3 Individually Arranged Travel (Free Independent Traveler)
- 4 Group tour
- a. Meetings
- b. Incentive
- c. Sports
- d. Student
- 5 Other (Please specify: _____)
- 6 Company Paid Travel

8. How many night(s) did you stay on Guam? _____ Night(s)

9. Where did you stay while on Guam?

- | | | | |
|--------------------------|-------------------------------------|--------------------------|---------------------------------|
| <input type="checkbox"/> | 1. Pacific Islands Club Hotel (PIC) | <input type="checkbox"/> | 13. Guam Plaza Hotel |
| <input type="checkbox"/> | 2. Guam Marriot Resort Hotel | <input type="checkbox"/> | 14. Grand Plaza Hotel |
| <input type="checkbox"/> | 3. Leo Palace Resort | <input type="checkbox"/> | 15. Pacific Bay Hotel |
| <input type="checkbox"/> | 4. Holiday Resort Guam | <input type="checkbox"/> | 16. Royal Orchid Guam |
| <input type="checkbox"/> | 5. Hyatt Regency Guam | <input type="checkbox"/> | 17. Sheraton Laguna Guam Resort |
| <input type="checkbox"/> | 6. Outrigger Guam Resort | <input type="checkbox"/> | 18. Onward Beach Resort |
| <input type="checkbox"/> | 7. Guam Reef Hotel | <input type="checkbox"/> | 19. Hilton Guam Resort & Spa |
| <input type="checkbox"/> | 8. The Westin Resort Guam | <input type="checkbox"/> | 20. Condominium |
| <input type="checkbox"/> | 9. Guam Aurora Resort Villa & Spa | <input type="checkbox"/> | 21. Apartment |
| <input type="checkbox"/> | 10. Hotel Nikko Guam | <input type="checkbox"/> | 22. Relatives/Friends/Home Stay |
| <input type="checkbox"/> | 11. Bayview Hotel | <input type="checkbox"/> | 23. Other: [Specify: _____] |
| <input type="checkbox"/> | 12. Oceanview Hotel | <input type="checkbox"/> | 24. Days Inn (Maite) |
| <input type="checkbox"/> | 26. Fiesta Resort Guam | <input type="checkbox"/> | 25. Days Inn (Tamuning) |
| <input type="checkbox"/> | 27. Ramada Suites Guam | <input type="checkbox"/> | 28. Hotel Santa Fe |
| | | <input type="checkbox"/> | 29. Tumon Bay Capital Hotel |

9a. Please rate your hotel/lodging:

	Very Satisfied			So- So			Very Dissatisfied
1 Room	3	2	1	0	-1	-2	-3
2 View	3	2	1	0	-1	-2	-3
3 Furnishings	3	2	1	0	-1	-2	-3
4 Cleanliness	3	2	1	0	-1	-2	-3
5 Food Quality	3	2	1	0	-1	-2	-3
6 Food Quantity	3	2	1	0	-1	-2	-3
7 Staff Friendliness/Professionalism	3	2	1	0	-1	-2	-3
8 Service	3	2	1	0	-1	-2	-3
9 Value for Money	3	2	1	0	-1	-2	-3

9b. Outside of your lodging facilities, how would you rate your dining experience?

	Very Satisfied			So- So			Very Dissatisfied
1 Furnishings	3	2	1	0	-1	-2	-3
2 Cleanliness	3	2	1	0	-1	-2	-3
3 Food Quality	3	2	1	0	-1	-2	-3
4 Food Quantity	3	2	1	0	-1	-2	-3
5 Staff Friendliness/Professionalism	3	2	1	0	-1	-2	-3
6 Service	3	2	1	0	-1	-2	-3
7 Value for Money	3	2	1	0	-1	-2	-3

To understand your total trip expenditures, we need to ask you about prepaid expenses as well as your expenses during your stay on Guam.

10a. First, some questions regarding how much you spent for your trip to Guam. If you were responsible for paying for others beside yourself, please indicate the total number of people included in these expenditure estimates. To begin with, how much did you pay in Japan before coming to Guam for the tour package(s), your airfare, lodging, **meals and local transportation**?

¥ _____ (If you paid nothing for your trip, record a zero and skip to question 11a.)

10b. How many people were included in your prepaid expenditure estimates? _____ People

10c. Next, please separate your total pre-paid expenses into the labeled categories below. Report all pre-paid expenditures in Japanese Yen (all forms of payment). If nothing was spent in a category, record zero (“0”) in the space provided. Please make sure you total all expenses in the space provided below. The total should equal the sum of all categories. **PLEASE DO NOT LEAVE ANY ITEM BLANK. RECORD A “ZERO” IF NOTHING WAS SPENT IN A CATEGORY.**

¥ _____ 1 Airfare & Accommodations package only

¥ _____ 2 Airfare & Accommodations with daily meal package only

(Specify meal :) 1. Breakfast 2. Lunch 3. Dinner

¥ _____ 3 Airfare only

¥ _____ 4 Accommodations only

¥ _____ 5 Accommodations with daily meal only

(Specify meal:) 1. Breakfast 2. Lunch 3. Dinner

¥ _____ 6 Food & Beverages in hotel

¥ _____ 7 Ground Transportation in Japan

¥ _____ 8 Ground Transportation in Guam

(Select all transportation included in your expense :)

1. Car Rental

2. Trolley/Shopping Bus

4. Scooter

5. Bicycle

6. Other (Please Specify: _____)

¥ _____ 9 Optional Tours/Activities

¥ _____ 10 Other expenses not covered above

¥ _____ 11 TOTAL Prepaid Expenditure

11. How much did you plan to spend (on Guam) during this trip, before arriving (on Guam)?

Next we need to ask you about your expenses during your stay on Guam.

11a. How much in total did you spend while on Guam during this trip? (**Exclude any expenditures made in Japan.**)

\$ _____ (Total on-island expenses)

11b. Counting yourself, how many people are included in your on-island expenditure estimates? If the reported figures are only for you, please record “1” in the space below; (**if the total also includes others, record the exact number of people included in your on-island expenditure estimates.**)

_____ People

11f. If you spent less than you planned while on Guam in Q.11 above, what are the reason(s)? **(Please check all that apply):**

- 1 Did not find what I was looking for
 - a. I'm looking for: 1. _____
 - 2. _____
 - 3. _____
- 2 Did not like the brands/selections.
- 3 Too expensive.
- 4 Quality was poor.
- 5 Other (Specify :) _____

11c. Next, please separate your total on-island expenses into the labeled categories below. Report all on-island expenditures in US Dollars (all forms of payment). If nothing was spent in a category, record zero (“0”) in the space provided. Please make sure you total all expenses in the space provided below. The total should equal the sum of all categories. **PLEASE DO NOT LEAVE ANY ITEM BLANK. RECORD A “ZERO” IF NOTHING WAS SPENT IN A CATEGORY.**

AMOUNT (\$ US Dollars)

- \$ _____ 1 Food & Beverages in a Hotel
- \$ _____ 2 Food & Beverages in Fast Food Restaurants and Convenience Stores
- \$ _____ 3 Food & Beverages at Restaurants or Drinking Establishments Outside a Hotel
- \$ _____ 4 Optional Tours/Activities
- \$ _____ 5 Gifts/Souvenirs for Yourself or Companions
- \$ _____ 6 Gifts/Souvenirs for Friends or Family at Home
- \$ _____ 7 Local Transportation (select all transportation included in your expense)
 - 1. Car Rental
 - 2. Trolley/Shopping Bus
 - 3. Taxi
 - 4. Scooter
 - 5. Bicycle
 - 6. Other (Please Specify: _____)
- \$ _____ 8 Other Expenses Not Covered Above
- \$ _____ 9 **TOTAL** On-Island Expenditure

11d. How much in total did you spend on your planned purchases at the Guam airport?

\$ _____ **(Total planned purchases at the Guam airport)**

11e. Please separate your total planned purchases at the Guam airport into the labeled categories below. Report this in US Dollars (all forms of payment). If you do not plan to spend in a category, record zero (“0”) in the space provided. Please make sure you total all planned expenses in the space provided below. The total should equal the sum of all categories. **PLEASE DO NOT LEAVE ANY ITEM BLANK. RECORD A “ZERO” IF YOU DO NOT PLAN ON MAKING PURCHASES AT THE GUAM AIRPORT.**

AMOUNT (\$ US Dollars)

- \$ _____ 1 Food & Beverages in the Guam airport.
- \$ _____ 2 Gifts/Souvenirs for Yourself or Companions

\$ _____ 3 Gifts/Souvenirs for Friends or Family at Home

\$ _____ 4 (Total planned purchases at the Guam airport)

12. Please rate your satisfaction with the following aspects of your trip to Guam by circling the appropriate response. (For example, circling “3” means you are “Very Satisfied” or circling “-3” means you are “Very Dissatisfied”).

	Very Satisfied			So- So			Very Dissatisfied
1 Cleanliness of beaches & parks	3	2	1	0	-1	-2	-3
2 Ease of getting around	3	2	1	0	-1	-2	-3
3 Safety walking around at night	3	2	1	0	-1	-2	-3
4 Quality of daytime tours	3	2	1	0	-1	-2	-3
5 Variety of daytime tours	3	2	1	0	-1	-2	-3
6 Quality of nighttime tours	3	2	1	0	-1	-2	-3
7 Variety of nighttime tours	3	2	1	0	-1	-2	-3
8 Quality of shopping	3	2	1	0	-1	-2	-3
9 Variety of shopping	3	2	1	0	-1	-2	-3
10 Price of things on Guam	3	2	1	0	-1	-2	-3
11 Quality of hotel accommodations	3	2	1	0	-1	-2	-3

13. Overall, how satisfied are you with your experience while on Guam? [Circle the appropriate response]

Very Satisfied			So- so			Very Dissatisfied
3	2	1	0	-1	-2	-3

14. Thinking about your overall experience, what did you like best about Guam this visit?

15. And what did you like least about Guam?

16. Guam has a number of shopping malls and stores. **Please check (√) all those visited during this trip.**

- _____ 1 ABC Stores
- _____ 2 Acanta Mall
- _____ 3 Agana Shopping Center
- _____ 4 DFS Galleria Guam Tumon
- _____ 5 Guam Premier Outlets
- _____ 6 JP Store (Japan Plaza Super Store)
- _____ 7 K-Mart
- _____ 8 Macy’s
- _____ 9 Micronesia Mall
- _____ 10 Ross Dress for Less (at Guam Premier Outlets)
- _____ 11 The Plaza (at the Outrigger Guam Resort)
- _____ 12 Tumon Sands Plaza
- _____ 14 The Gift Shop
- _____ 15 Pacific Place
- _____ 16 Home Depot
- _____ 13 Other (Please specify: _____)

17. How many optional (paid and ticketed) tours did you participate in during this visit to Guam?

_____ Optional tours

18. Please rate ONLY those optional tours that you experienced on this visit to Guam. Circle the appropriate rating.

	Very Satisfied			So- so		Very Dissatisfied	
a. Atlantis Submarine	3	2	1	0	-1	-2	-3
b. Alupang Beach Club	3	2	1	0	-1	-2	-3
c. Chamorro Night Market	3	2	1	0	-1	-2	-3
d. Cocos Island	3	2	1	0	-1	-2	-3
f. Fish Eye Marine Park	3	2	1	0	-1	-2	-3
h. Gef Pago Inarajan Historical Park	3	2	1	0	-1	-2	-3
i. Helicopter Ride	3	2	1	0	-1	-2	-3
j. Mandara Spa	3	2	1	0	-1	-2	-3
k. Sandcastle	3	2	1	0	-1	-2	-3
l. Skydiving	3	2	1	0	-1	-2	-3
m. Slingshot	3	2	1	0	-1	-2	-3
n. Underwater World	3	2	1	0	-1	-2	-3
o. Other (Specify: _____)	3	2	1	0	-1	-2	-3
p. Other (Specify: _____)	3	2	1	0	-1	-2	-3

19. What about other activities you may have experienced on this visit to Guam? Please rate only those activities you experienced on this visit to Guam.

	Very Satisfied			So-so		Very Dissatisfied	
a. Archaeology Site Visit	3	2	1	0	-1	-2	-3
b. Beach Resorts	3	2	1	0	-1	-2	-3
c. Dolphin Watching	3	2	1	0	-1	-2	-3
d. Dinner Shows	3	2	1	0	-1	-2	-3
e. Parasailing	3	2	1	0	-1	-2	-3
f. Golfing	3	2	1	0	-1	-2	-3
g. Gun Shooting	3	2	1	0	-1	-2	-3
h. Jet Skiing	3	2	1	0	-1	-2	-3
i. Scuba Diving	3	2	1	0	-1	-2	-3
j. Shopping	3	2	1	0	-1	-2	-3
k. Sightseeing	3	2	1	0	-1	-2	-3
l. Snorkeling	3	2	1	0	-1	-2	-3
m. Water Parks	3	2	1	0	-1	-2	-3
n. Windsurfing	3	2	1	0	-1	-2	-3
p. River Cruise	3	2	1	0	-1	-2	-3
o. Other (Specify: _____)	3	2	1	0	-1	-2	-3
q. Other (Specify: _____)	3	2	1	0	-1	-2	-3

20. How strongly do you agree or disagree with the following statements? (Circle the number that best represents your feelings about each).

Strongly Agree

So-so

Strongly Disagree

1. Guam was better than expected.	3	2	1	0	-1	-2	-3
2. I had no communication problems	3	2	1	0	-1	-2	-3
3. I will recommend Guam to friends	3	2	1	0	-1	-2	-3
4. Sites on Guam were attractive	3	2	1	0	-1	-2	-3
5. I plan to visit Guam again.	3	2	1	0	-1	-2	-3
6. Not enough night time activities	3	2	1	0	-1	-2	-3

23. In general, how would you rate the state of the Japanese economy compared to 12 months ago?

- 1 Conditions have worsened
 2 Conditions have remained the same
 3 Conditions have improved
 4 Don't know

24. Do you think this is a good time to be spending money on travel outside of Japan?

- 1 No
 2 Yes
 3 Not sure
 4 Don't know

25. How important is the state of the Japanese economy in your decision to travel outside of Japan?

- 1 Very unimportant
 2 Somewhat unimportant
 3 Somewhat important
 4 Very important
 5 Don't know

26. What are your biggest concerns about travel outside of Japan? (Check all that apply)

- a. Terrorism
 b. Safety at my destination
 c. Expense
 d. Food
 e. Spending money abroad when it should be spent at home
 i. Discrimination against Japanese
 f. Other (Specify: _____)
 g. No concerns
 h. Don't know

27. How likely is it that you will travel outside of Japan within the next 6 to 24 months? (Please circle the number that best represents your feeling about each)

	Very Unlikely	Somewhat Unlikely	Don't know	Somewhat Likely	Very Likely
6 months	1	2	3	4	5
12 months	1	2	3	4	5
18 months	1	2	3	4	5
24 months	1	2	3	4	5

27-1. What would it take to make you want to stay an extra day in Guam? (Check all that apply)

- 1 Nothing, spent the right amount of time on Guam
 2 Budget / Money
 3 More things to do on Guam (Please specify: _____)
 4 More time
 5 Less restrictions on pre-arranged travel package for extended stay
 6 Flight schedule times

- 8 Packages that offered longer stays
- 7 Other (Please specify: _____)

28. Which of the following activities or attractions would you most likely participate in if they were available on Guam?

- 1 Theme Park
- 2 Chamorro Food Festival
- 3 Guam Culture Festival
- 4 Beach Boardwalk
- 5 Micronesian Cultural Center
- 6 Music/Film Festival
- 7 Sports Competition (Specify : 1 = Participant 2 = Spectator 3 = Both
(Select all sports competition activities you most likely would participate in if on Guam))
 - 1. Soccer
 - 2. Baseball
 - 3. Water Sports (jet skiing, parasailing, sailing, fishing, swimming)
 - 4. Racing (motorcycle, car off-roading, bicycle road race)
- 8 Casinos
- 9 Other (Please specify: _____)
- 10 Don't know

28-1. Do you think the immigration process here at the Guam International Airport will affect your decisions to visit Guam again in the future? **(Please check only one answer)**

- 1. No affect, I will/may return.
- 2. Little affect, the process is necessary. I will/may return.
- 3. Some affect, the process should be shortened. I will/may return.
- 4. Great affect, the process takes too long. I will not return.

How strongly do you agree or disagree with the following statements? **(Circle the number that best represents your feelings about each).**

	Strongly Agree			So-so		Strongly Disagree		
1. The length of time to drop baggage for screening was reasonable.	3	2	1	0	-1	-2	-3	
2. Signs displayed at baggage screening was reasonable.	3	2	1	0	-1	-2	-3	
3. Time for clearing security to enter the secured area at the airport was reasonable.	3	2	1	0	-1	-2	-3	
4. The officer screening my passport, ticket and board pass was good.	3	2	1	0	-1	-2	-3	
5. The officer was careful with my belongings.	3	2	1	0	-1	-2	-3	
6. The officer abused his authority.	3	2	1	0	-1	-2	-3	
7. The officer was rude and unprofessional.	3	2	1	0	-1	-2	-3	

28-4. I am willing to pay a hotel room surcharge by US\$3.00 per day per room, if it would help pay to build a Guam museum. **[Circle the appropriate response]**

Strongly Agree So-so Strongly Disagree
3 2 1 0 -1 -2 -3

28-5. Are you aware of the moving of U.S. military troops from Japan to Guam?

1. Yes
 2. No

28-6. Do you think the moving of U.S. military troops from Japan to Guam will affect your decisions to visit Guam again in the future? **(Please check only one answer)**

1. No affect, I will visit again
 2. Some affect, I will/may return
 3. Great affect, I will not return

Finally, we would like to ask a few more questions about you.

29. What is your occupation?

- 1 Self-employed
 2 Company Employee: Office Worker Non-Managerial
 3 Company Employee: Engineer
 4 Company Employee: Salesperson
 5 Company Employee: Manager
 6 Company Employee: Executive (Company with over 30 employees)
 7 Government Employee: Office Worker Non-Managerial
 8 Government Employee: Manager
 9 Government Employee: Executive
 10 Teacher
 11 Skilled Worker (craft and related trades workers, plant and machine operators and assemblers, construction worker)
 12 Professional/Specialist (Doctor, Lawyer, Nurse, etc.)
 13 Free-lancer (Artist, Musician)
 14 Freeter
 15 Homemaker
 17 Retired
 18 Student
 19 Unemployed
 20 Other (Please specify: _____)

30. And how would you describe your employment status?

- 1 Employed Part-time
 2 Employed Full-time

31. What is your approximate annual household income, before taxes?

- _____ 1 Less than ¥2 million
- _____ 2 ¥2,000,001 ~ ¥3,000,000
- _____ 3 ¥3,000,001 ~ ¥4,000,000
- _____ 4 ¥4,000,001 ~ ¥5,000,000
- _____ 5 ¥5,000,001 ~ ¥7,000,000
- _____ 6 ¥7,000,001 ~ ¥10 million
- _____ 7 ¥10 million or more
- _____ 8 No Income

32. Please check the living accommodations that best describe your home in Japan.

- _____ 1 Own my own home
- _____ 2 Lease or rent a home/apartment
- _____ 3 Live with friends or relatives and pay no rent

THANK YOU. THIS IS THE END OF THE SURVEY.

PLEASE RETURN THIS QUESTIONNAIRE TO THE INTERVIEWER AND WAIT UNTIL HE/SHE HAS FINISHED REVIEWING YOUR ANSWERS. AS A TOKEN OF OUR APPRECIATION FOR HELPING US, YOU WILL BE GIVEN A GIFT.

APPENDIX D

GVB RFP 2011-011

TIMETABLE

<u>EVENT</u>	<u>DATE</u>
RFP issue date/public announcement.....	Friday, July 1, 2011
Deadline to submit technical and pricing proposals.....	5 PM Friday, July 29, 2011
Opening of Proposals	10 A.M. Monday, August 1, 2011
Evaluation of Proposals.....	10 A.M. Tuesday, August 2, 2011
Intended Date to Notify Offerors	As Soon as Decision is Made
Intended Date for Contract Award.....	As Quickly as Possible