

TERMS OF REFERENCE

I. PROJECT TITLE

FILIPINO BRAND OF SERVICE EXCELLENCE TRAINING FOR WATER TRANSPORT FRONTLINERS

Host Agency : DEPARTMENT OF TOURISM – MIMAROPA
Date : August 8-9, 2022
Location : Puerto Galera, Oriental Mindoro

II. PROJECT RATIONALE AND OBJECTIVES

The course is designed to provide all frontliners including those in the Water Transport Services in the tourism and hospitality industry with a benchmark on how to render excellent services to our tourists the Filipino way, and make it our “brand”. Likewise, this training aims to install and propagate the FBSE, as well as to demonstrate and apply the *Mabuhay* and *Salamat* gestures within the establishment’s premises so as to create a favorable service experience to their guest/s.

III. MINIMUM REQUIREMENTS FOR SERVICE PROVIDER

- A. Must be **PHILGEPS REGISTERED**
- B. Preferably a **DOT Accredited Travel and Tour Agency or Tour Operator based in Metro Manila**
- C. Must be willing to provide services on a **send bill arrangement**
- D. Must comply with the detailed services specified in **Item V of the TOR**

IV. DOCUMENTARY REQUIREMENTS

- Current Mayor’s / Business Permit / *BIR Certification (for Individual)*
- PHILGEP’s Registration Number or Certificate of Platinum Membership
- Registration Certificate from SEC or DTI
- Original or Certified true copy of duly notarized Omnibus Sworn Statement

V. SCOPE OF WORK / DELIVERABLES

A. Transportation

1. Van Transfer
Guests: One (1) DOT Speaker
 - August 7, 2022 – Taguig to Batangas Port
 - August 10, 2022 – Batangas Port to Taguig

2. Boat Fare

Guests:

One (1) DOT Speaker

- August 7, 2022 – Batangas Port to Balatero Port
- August 10, 2022 – Balatero Port to Batangas Port

One (1) DOT Satellite Staff

- August 7, 2022 – Calapan Port to Batangas Port
- August 7, 2022 – Batangas Port to Balatero Port

B. Accommodation with Breakfast and Transfers

1. Two (2) Standard Room (DOT Satellite Staff and DOT Speaker
Check-in : August 7, 2022
Check-out: August 10, 2022

C. Outside Meals

- August 7, 2022
Breakfast and Lunch
Guest: Two (2) DOT Speaker and DOT Satellite Staff
- August 7 to 9, 2022
Dinner
Guest: Two (2) DOT Speaker and DOT Satellite Staff
- August 10, 2022
Lunch
Guest: One (1) DOT Speaker

D. Function/Workshop Requirements

1. Date of Training: **August 8-9, 2022** (8 hours/day)
2. Venue must be a DOT Accredited Tourism Enterprise and at White Beach where the majority of the participants will come from
3. Number of persons: **35 pax**;
4. Meals
 - Plated AM snacks with 1 round of bottled softdrinks
 - Buffet Lunch with 1 round of bottled softdrinks
 - Plated PM snacks with 1 round of bottled softdrinks
 - Free flowing coffee and tea during the duration of the training
 - Water dispenser;
5. Capacity of the venue must be good for 100 persons to allow social distancing between participants, resource speakers and facilitators;
6. Registration table should be near the entrance of the training venue;
7. Secretariat table should be inside the venue for easier facilitation and contact with speakers
8. Table and chair set-up with social distancing;
9. One table near the stage area shall be reserved for the speakers. It should be near the table for the laptop computer. Classroom set-up;
10. Aisles should be available in the middle and two sides;

11. Must have available stage, podium, **laptop**, microphones / PA system, LCD projector with white screen, WIFI access, colored printer; and
12. Welcome tarpaulin 4sq. ft x 6sq. ft and backdrop tarpaulin 12sq. ft x 6sq. ft.

E. Miscellaneous Fees

1. Supplies and Training Materials

VI. APPROVED BUDGET FOR THE CONTRACT

The total budget allocation is **One Hundred Thirty-Six Thousand Six Hundred Eighty Pesos (Php 136,680.00)**, inclusive of applicable taxes and fees.

The winning bid shall be determined based on the proposal that is responsive with the technical specifications and whose bid is within the approved budget for the contract (ABC).

VII. PAYMENT PROCEDURE

Terms of payment to the winning bidder shall be in accordance with the government procedure (**send bill arrangement**). Failure to comply with the terms and conditions of the contract will result in the payment of corresponding penalties and liquidated damages in the amount equal to ten percent (10%) of the contract price by the winning bidder.

VIII. PROJECT OFFICER / CONTACT PERSON

Name : MS. MA. EDNELLIZA BALAGTAS
Email : tisp.dot4b@gmail.com / dot4b.training@tourism.gov.ph
Contact No. : 09268563214