

TERMS OF REFERENCE

I. PROJECT TITLE

FILIPINO BRAND OF SERVICE EXCELLENCE TRAINING

Host Agency: DEPARTMENT OF TOURISM – MIMAROPA

Date: August 23-24, 2022

Location: Coron, Palawan

II. PROJECT RATIONALE AND OBJECTIVES

The course is designed to provide all frontliners including those in the Airport and 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 a **PHILGEPS REGISTERED**
- B. Must be a **DOT Accredited Tour Operator or Travel and Tour Agency based in Metro Manila**
- C. Must be willing to **provide services on a send bill arrangement**
- D. Must comply with the details services specified in **Item IV of the TOR**

DOCUMENTARY REQUIREMENTS REQUIRED WITH BID SUBMISSIONS

1. Mayor’s / Business Permit
2. PHILGEPs Registration Number or Certificate of Platinum Membership
3. DOT Accreditation Certificate
4. Omnibus Sworn Statement

IV. SCOPE OF WORK / DELIVERABLES

A. Airline Fare

1. August 22, 2022 – August 25, 2022 – Guest 1 (DOT Facilitator)
 - Manila to Coron to Manila/ 20kg Check In Baggage
2. August 22, 2022 – August 25, 2022 – Guest 2 (Resource Speaker)
 - Manila to Puerto Princesa City to Coron Vice Versa/ 10kg Check In Baggage

B. Transportation Expense

Residence to Airport and Vice Versa

August 22 and August 25 – Manila to NAIA vice Versa (DOT Facilitator)

C. Accommodation at a DOT Accredited Accommodation Establishment at the town proper of Coron, Palawan

One (1) Room

- 1 Single occupancy for DOT Facilitator

Duration: 3 nights

- Check-in: August 22, 2022
- Check-out: August 25, 2022

One (1) Room

- 1 Single Occupancy for Resource Speaker

Duration: 3 Nights

- Check-in: August 22, 2022
- Check-out: August 25, 2022

D. Function / Workshop Requirements

Date of Function: August 25-26, 2022 (2 days)

1. Number of Participants: 35pax
2. Meals
 - Plated AM Snacks with 1 round of drinks (iced tea or soft drinks)
 - Assisted Lunch Buffet with 1 round of drinks (iced tea or soft drinks)
 - Plated PM Snacks with 1 round of drinks (iced tea or soft drinks)
 - Free flowing Coffee
 - Water Dispenser
3. Capacity of the **DOT Accredited Tourism Enterprise** venue must be good for 80 pax to allow mobility for the workshop component;
4. Registration should be near the entrance of the function venue.
5. Entrance should have sanitization floor mat, alcohol dispenser, thermal scanner and health declaration form.
6. Secretariat table should be inside the venue for easier facilitation and contact with speakers.
7. One table near the stage area shall be reserved for the speaker. It should be near the table for the laptop computer / Classroom set-up.
8. Aisles should be available in the middle and two sides, chairs for participants must follow social distancing protocols.
9. Must have available stage, podium, laptop, microphones / PA system, projection screen. LCD projector, white board and tech pen, WIFI access.

E. Outside Meals

1. August 22, 2022
Breakfast, Lunch and Dinner
Guests: 2 pax (DOT Facilitator and Resource Speaker)
2. August 23-24, 2022
Breakfast and Dinner
Guests: 2pax (1 DOT Facilitator and 1 DOT Speaker)
3. August 25, 2022
Breakfast and Lunch
Guests: 2 pax (1 DOT Facilitator and 1 DOT Speaker)

F. Miscellaneous

1. Cargo Fee of Training Materials
2. Tarpaulin, Certificates, Supplies and Materials

V. BUDGET

Budget for the conduct of the event is One Hundred Seventy-three Thousand Sixty Pesos (**Php 173,060.00**) inclusive of amenities and all government taxes and charges as defined in this Term of Reference.

In the event that DOT is able to secure sponsorships, the corresponding value must be deducted from the total invoice amount.

The winning bid shall be determined based on the proposal with the most advantageous financial package cost, provided that the amount of bid does not exceed the above total budget.

VI. CONTACT PERSON

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