

## TERMS OF REFERENCE

### I. PROJECT TITLE

#### **FILIPINO BRAND OF SERVICE EXCELLENCE TRAINING FOR PUERTO PRINCESA AIRPORT AND SEAPORT FRONTLINERS**

Host Agency : DEPARTMENT OF TOURISM – MIMAROPA  
Date : August 25-26, 2022  
Location : City of Puerto Princesa

### II. PROJECT RATIONALE AND OBJECTIVES

The course is designed to provide all Airport and Seaport frontliners 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 **PHILGEP'S REGISTERED**
- B. Preferably a **DOT Accredited Travel and Tour Agency or Tour Operator based in Puerto Princesa City (PPC)**
- 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. Function/Workshop Requirements**

1. Date of Training: **August 25-26, 2022** (8 hours/day)
2. Venue must be a DOT Accredited Tourism Enterprise in PPC
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.

#### **B. Miscellaneous Fees**

1. Training Supplies
2. Tarpaulin Printing
3. Printing Expense

#### **VI. APPROVED BUDGET FOR THE CONTRACT**

The total budget allocation is **One Hundred Fifteen Thousand Pesos (Php 115,000.00)**, 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**

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