

## TERMS OF REFERENCE

### **Conduct of Training on Filipino Brand of Service Excellence (FBSE) for DOT MIMAROPA Personnel**

Date of Implementation: February 17-18, 2023

#### **I. BACKGROUND**

The Department of Tourism IVB-MIMAROPA will conduct its 2023 Strategic Planning and Accomplishment of Reports FY 2022 in the province of Romblon from February 15-17, 2023. In connection to this, the Training Unit through its Division Chief proposed a one (1) day training on “Filipino Brand of Service Excellence (FBSE) Training” for all the Regional Office Personnel.

FBSE is one of the flagship training programs of the Department of Tourism to provide all front liners in the tourism and hospitality industry with a benchmark on how to render excellent service to our tourists, and make it our “brand”.

This training aims to equip the Regional Office employees with ways of delivering customer service founded on Filipino Values. Additionally, it also designs to help them acquire and apply the techniques of interacting with clients and handling client’s concerns.

The Department of Tourism aims to target a 100 % attendance on this seminar for the Tourism Frontliners, Officers and/or employees this year, the General Management Services (GMS) of the DOT-MIMAROPA extends a one (1) day live in training additional budget to support the accommodation, transport and meals of the personnel right after the scheduled Strategic Planning.

#### **II. OBJECTIVES**

- Empower the personnel with skills in handling clients
- To explore ways of personal and professional learnings

#### **III. PARTICIPANTS**

The program will be participated by thirty (30) employees and officials of the DOT IVB-MIMAROPA.

#### **IV. Scope of Service:**

The service provider should be able to provide the transportations, transfers, meals, accommodation, meeting venue and training kit with the following specifications:

## **A. General Requirements**

- Service Provider should be a DOT-Accredited Travel & Tour Operator
- Inclusive Date: February 17-18, 2023
- Amenable to send-bill arrangement/government procedure: SOA shall be submitted five (5) working days after the completion of the activity
- Price quotation should be denominated in the Philippine Peso and inclusive of 12% VAT and all other applicable taxes and charges. Price validity shall be for a period of one hundred twenty (120) calendar days.
- Tour Operator must be based in MIMAROPA Region

## **B. Documentary Requirements**

1. Mayor's/Business Permit
2. Proof of PhilGEPS Registration
3. Omnibus Sworn Statement
4. DOT Accreditation Certificate
5. DTI & SEC Registration

*Note: All documentary requirements and proposal shall be sent via e-mail at [dot4b.bacsecretariat@gmail.com](mailto:dot4b.bacsecretariat@gmail.com)/ [tdd.mimaropa@gmail.com](mailto:tdd.mimaropa@gmail.com)*

## **III. SCOPE OF WORK/DELIVERABLES:**

### **A. Transportation (Roundtrip Caticlan to Boracay and vice versa)**

- Air-conditioned tourist transport van with stored supplies of face mask, alcohol (sanitation kits) and first aid kit;
- Boat Transfers
- Drivers must conform to the following itinerary:
  - ✓ Van rental (10 hours) to transfer from Caticlan to Hotel and vice versa
  - ✓ Inclusive of Terminal and Environmental Fees

### **B. Meals**

Requirements for meals shall include the following:

- Breakfast, Lunch, and Dinner good 30 pax for 1 day (February 17-18, 2023)

### **C. Accommodation**

- ✓ Must be DOT-Accredited Accommodation Establishment
- ✓ Must provide room accommodation for the following:
  - ✓ February 17-18, 2023 2D1N (30 pax)
  - ✓ Must have a stable WIFI connection
  - ✓ Must have a 24-Hour Security
  - ✓ Must have an In-house restaurant

#### **D. Training Supplements**

Provision of Laptop with printer for documentation, white board, other training materials that may be needed.

#### **IV. BUDGET**

The total budget allocation is **ONE HUNDRED TEN THOUSAND PESOS (P110,000.00)**, inclusive of taxes and fees. 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.

#### **V. PAYMENT SCHEMES**

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.

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