

TERMS OF REFERENCE

I. PROJECT TITLE

FILIPINO BRAND OF SERVICE EXCELLENCE (FBSE) SEMINAR

Host Agency : DEPARTMENT OF TOURISM – MIMAROPA
Date : February 20 to February 26, 2023
Location : San Jose, Occidental Mindoro

II. PROJECT RATIONALE AND OBJECTIVES

In line with the goal of the Department of Tourism (DOT) through the leadership of Tourism Secretary Ma. Esperanza Christina Garcia Frasco to make the Philippines known not only through award-winning destinations but by introducing the Philippines as the Hospitality Center of Asia and eventually the world, this office will roll-out the Filipino Brand of Service Excellence (FBSE) Seminar for Tourism Frontliners in the destinations of MIMAROPA.

The seminar is designed to develop and sustain a tourism workforce capable of providing excellent quality services of globally-competitive standards to tourists and visitors traveling to and around the country while establishing and maintaining good customer relationships.

III. MINIMUM REQUIREMENTS FOR SERVICE PROVIDER

- A. Must be **PHILGEPs REGISTERED**
- B. Preferably **DOT Accredited Tour Operator and/or Travel & Tour Agency**
- C. Located in **Metro Manila and/or MIMAROPA**
- D. Must be willing to provide services on a **send bill arrangement**
- E. 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
- Valid DOT Accreditation Certificate

V. SCOPE OF WORK / DELIVERABLES

A. Transportation (Airfare)

No. of Guests : Two (2) Resource Speakers
One (1) DOT Facilitator

Manila to San Jose - February 20, 2023
San Jose to Manila – February 27, 2023

B. Meals

1. Lunch for the training
Date of training: February 20 to February 26, 2023 (8 hours/day)
Number of persons: 110 pax per day (7 days)
2. Outside Meals
Number of persons: 2 Resource Speakers / 1 DOT Facilitator
Dinner for February 20 to February 26, 2023

C. Accommodation with Airport Transfer and Daily Breakfast Three (3) Single Occupancy Room

Check-in: February 20, 2023
Check-out: February 27, 2023

D. Miscellaneous Fees

1. Tarpaulin

VI. APPROVED BUDGET FOR THE CONTRACT

The total budget allocation is **Three Hundred Forty Thousand One Hundred Twenty Pesos (Php 340,120.00)**, inclusive of applicable taxes and fees.

The winning bid shall determine 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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