

TERMS OF REFERENCE

I. PROJECT TITLE

FILIPINO BRAND OF SERVICE EXCELLENCE SEMINAR FOR DOT MIMAROPA

Host Agency: DEPARTMENT OF TOURISM – MIMAROPA
Date: February 17, 2023

II. OBJECTIVE

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. Must be a **DOT Accredited Accommodation Establishment in Boracay Island, Malay, Aklan**
- 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)*
- PHILGEPs' Registration Number or Certificate of Platinum Membership
- Registration Certificate from SEC or DTI
- Original or certified true copy of duly notarized Omnibus Sworn Statement
- DOT Accreditation Certificate

V. SCOPE OF WORK / DELIVERABLES:

A. Training Venue

(must be a DOT Accredited Accommodation Establishment with Function Hall/Venue)

Date of Function : February 17 (8:00 am – 5:00 pm)
Number of Participants : 24 pax

1. Meals

- Plated AM Snacks 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
2. Capacity of the venue must be good for 40 pax to allow mobility for the workshop component;
 3. Registration should be near the entrance of the function venue.
 4. Entrance should have sanitization floor mat and alcohol dispenser.
 5. Secretariat table should be inside the venue for easier facilitation and contact with speakers.
 6. 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.
 7. Aisles should be available in the middle and two sides, chairs for participants must follow social distancing protocols.
 8. Must have available stage, podium, laptop, microphones / PA system, projection screen. LCD projector, white board and tech pen, WIFI access.

B. Accommodation with Breakfast

(must be a DOT Accredited Accommodation Establishment)

1. One (1) Room
 - 1 Single occupancy for 1 Resource Speaker
2. Duration: Two (2) nights
 - Check-in: February 16, 2023
 - Check-out: February 18, 2023

VI. BUDGET

Budget for the conduct of the event is **Twenty Six Thousand Four Hundred Pesos (Php26,400.00)**, inclusive of amenities and all government taxes and service charges as defined in this Terms 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.

VII. CONTACT PERSON

Name : Mr. Joseph Gilbert A. Lazaro
DOT-MIMAROPA Regional Office
Contact numbers : (0917) 7004347
Email Address : jalazaro@tourism.gov.ph