

## TERMS OF REFERENCE

### FILIPINO BRAND OF SERVICE EXCELLENCE SEMINAR

Host Agency: DEPARTMENT OF TOURISM - MIMAROPA  
Date of Implementation: March 23 – 24, 2023  
Location: Puerto Galera, Oriental Mindoro

#### I. 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.

#### II. MINIMUM REQUIREMENTS FOR SERVICE PROVIDER

- A. Must be **PHILGEPS REGISTERED**
- B. Must be a **DOT Accredited Tour Operator or Travel and Tour Agency**
- C. Located in **NCR or Puerto Galera, Oriental Mindoro**
- D. Must be willing to provide services on a **send bill arrangement**

#### DOCUMENTARY REQUIREMENTS REQUIRED WITH BID SUBMISSIONS

- 1. Mayor's/Business Permit
- 2. PHILGEPS Registration Number
- 3. Omnibus Sworn Statement
- 4. DTI or SEC Registration
- 5. DOT Accreditation Certificate

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

##### 1. Transportation (Land)

Van Hire in Puerto Galera (4 days)  
March 22 – 25, 2023

##### 2. Accommodation with Breakfast (must be DOT Accredited)

- 1. March 22 – 25, 2023 (3 nights)  
1 Single Occupancy Room – Speaker (1 Pax)

2. March 22 - 25 (3 nights)
  - 1 Single Occupancy Room – DOT Facilitator (1 Pax)

### 3. Function Venue with Meals / Workshop Requirements

1. Date of Function: March 23 and 24, 2023
2. Venue: Muelle Port (March 23) / Mangyan Community (March 24)
3. Number of Participants: 60 pax
4. Meals
  - March 23, 2023
    - Lunch and PM Snacks with 1 round of drinks (iced tea or soft drinks)
  - March 24, 2023
    - Lunch and AM Snacks with 1 round of drinks (iced tea or soft drinks)
5. Registration table should be near the entrance of the function venue.
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 speakers. It should be near the table for the laptop computer.
8. Classroom set-up (Social Distancing must be observed).
9. Aisles should be available in the middle and two sides.
10. Must have available stage, podium, laptop, microphones / PA system, projection screen, LCD projector.

### 4. Outside Meals

- March 22 - 24, 2023
  - Dinner
  - Guests: 3 Pax (DOT facilitator and Speaker)

### 5. Miscellaneous

1. Backdrop Tarpaulin 4 sq. ft x 11 sq. ft and 8 ft x 11 ft. (2 pieces)
2. Training Supplies

## IV. BUDGET

Budget for the conduct of the event is **One Hundred Nine Thousand and Four Hundred Twenty Pesos (Php 109,420.00)** inclusive of amenities and all government taxes and 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.

**V. CONTACT PERSON**

Name : **MS. CECIL V. ARANTON**  
**Chief, Tourism Regulation Division**  
DOT MIMAROPA Regional Office

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