

TERMS OF REFERENCE

I. PROJECT TITLE

FILIPINO BRAND OF SERVICE EXCELLENCE (FBSE) SEMINAR

Host Agency: DEPARTMENT OF TOURISM – MIMAROPA

Date: May 15 – 23, 2023

Location: Province of Oriental 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 REQUIRED WITH BID SUBMISSIONS

- 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. Accommodation

1. CALAPAN CITY

3 Rooms (2 Resource Speaker and 1 DOT Facilitator)

Check in – May 14, 2023
Check out – May 15, 2023

Check in – May 18, 2023
Check out – May 24, 2023

2. BULALACAO

3 Rooms (2 Resource Speaker and 1 DOT Facilitator)
Check in – May 15, 2023
Check out – May 17, 2023

3. PINAMALAYAN

3 Rooms (2 Resource Speaker and 1 DOT Facilitator)

Check in – May 17, 2023
Check out – May 18, 2023

B. Transportation Expense

VAN HIRE

1. DOT Makati to Batangas Port

May 14, 2023

2. Batangas Port to DOT Makati

May 24, 2023

BOAT FARE

3 Pax (2 Resource Speaker and 1 DOT Facilitator)

1. Batangas to Calapan

May 14, 2023

2. Calapan to Batangas

May 24, 2023

C. Meals during the Training

1. CALAPAN CITY

AM Snacks and Packed Lunch
May 15,19 and 22 – 23, 2023
110 pax per Day (110 pax x 4 Days)

2. BULALACAO

AM Snacks and Packed Lunch
May 16, 2023
110 Pax

3. MANSALAY

AM Snacks and Packed Lunch
May 17, 2023
55 Pax

4. GLORIA

AM Snacks and Packed Lunch
May 17, 2023
55 Pax

5. PINAMALAYAN

AM Snacks and Packed Lunch
May 18, 2023
110 Pax

D. Outside Meals

1. May 14 - 19, 2023 –Dinner
Guest: 3 Pax(2 Resource Speaker and 1 DOT Facilitator)
2. May 15-19, 2023 – Dinner
Guest: 4 Pax (2 Resource Speaker, 1 DOT Facilitator and 1 Tourism Officer)
3. May 20-21, 2023 – Lunch and Dinner
Guest: 3 Pax (2 Resource Speaker and 1 DOT Facilitator)
4. May 22-23, 2023 –Dinner

Guest: 3 Pax (2 Resource Speaker and 1 DOT Facilitator)

5.May 24, 2023 – Lunch

Guest: 3 Pax (2 Resource Speaker and 1 DOT Facilitator)

E. Miscellaneous

1. Tarpaulin, Supplies and Materials

VI. BUDGET

Budget for the conduct of the event **Three Hundred Eighty-nine Thousand Thirty Pesos Pesos (Php 389,030.00)** inclusive of amenities and all government taxes and charges as defined in this Term 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

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