

TERMS OF REFERENCE

I. PROJECT TITLE:

FILIPINO BRAND OF SERVICE EXCELLENCE TRAIN-THE-TRAINERS COURSE FOR IN-HOUSE TRAINERS – TOURISM ENTERPRISE LEVEL IN MIMAROPA REGION

II. BACKGROUND/PROJECT DESCRIPTION

The Filipino Brand of Service Excellence (FBSE) is one of the main advocacy programs of the Department of Tourism which aims to promote the best and positive about Filipino hospitality. It is envisioned to enhance and uplift the quality of tourism services in the country, making excellence in service become a holistic national identity, and make it our “brand”.

The FBSE aims to highlight the good and the positive traits in the Filipino tourism professionals by emphasizing 7 Filipino Core Values or “7Ms” which should be manifested in key touchpoints in handling tourists or guests.

In order to spread the FBSE culture across the tourism sector, it is necessary to train more tourism professionals especially supervisors or middle managers in tourism enterprises to cascade the training at the enterprise level.

Thus, the Office of Industry Manpower Development (OIMD) shall conduct the FBSE Train-the-Trainers Course for In-house Trainers for tourism enterprises in line with the 100K FBSE trained individuals as instructed by the Secretary for the year 2023.

- Target Participants : **maximum of 40 pax comprising of Managers/ Supervisors of Accommodation Establishments**
- Date/Period Covered: **June 5-10, 2023** (subject to final confirmation)
- Location/Venue : **Puerto Princesa City, Palawan**

III. PURPOSE/OBJECTIVES

The OIMD is in need of the services of a service provider in the Philippines engaged in the business of providing training/seminar packages, handling or coordinating transportation, accommodation, and events arrangements for such.

The training program aims to:

1. Develop pool of in-house trainers to conduct the FBSE Basic Trainings in DOT-accredited tourism enterprises.
2. Cascade the FBSE Trainings to the DOT-accredited tourism enterprises and tourism frontliners/workforce.
3. Boost participants' competencies in facilitating the FBSE trainings to their respective establishment's frontliners/personnel.

IV. MINIMUM REQUIREMENT

- Must be a Service Provider engaged in transportation, accommodation, and events management arrangements;
- Must be a DOT-accredited service provider;
- Must be willing to provide service on a send-bill arrangement; and
- Must be flexible to make adjustments in schedules and timelines, if necessary.

V. SCOPE OF WORK, COVERAGE, AND DELIVERABLES

The following are the services required by the DOT:

1. TRANSPORTATION - Php98,059.66

A. Domestic airline tickets inclusive of 20 kilos baggage allowance:

| Flight Itinerary *Flight Details are subject to change | Number of Pax | Intended Passengers |
|--|----------------------|---|
| June 5, 2023 Manila – Puerto Princesa preferably AM flight between 09:00 AM to 12:00PM | 5 | DOT Project Officers, Technical Team, and FBSE Master Trainer |
| June 10, 2023 Puerto Princesa – Manila preferably PM flight between 1::00PM to 3:00PM | 5 | DOT Project Officers, Technical Team, and FBSE Master Trainer |

B. Van Hire (inclusive of driver, driver’s meals, gasoline, applicable parking fees)

| Date | Time | Purpose |
|----------------------|-------------|---|
| June 5, 2023 | Whole day | <ul style="list-style-type: none"> • Airport/Land transfers to hotel and FBSE monitoring of FBSE participating establishments for 8 pax with space for luggage and materials |
| June 10, 2023 | Whole day | <ul style="list-style-type: none"> • Airport/Land transfers to hotel and FBSE monitoring of FBSE participating establishments for 8 pax with space for luggage and materials |

- o *Provision of transportation to training venue and off-session lunch/dinner venues, if necessary.*

2. ACCOMMODATION IN A DOT-ACCREDITED HOTEL/RESORT - Php333,000.00

2.1 For Resource Speakers and DOT Personnel - 6 days/5 nights

- Check-in: June 5, 2023
- Check-out: June 10, 2023
- Three (3) Single Rooms for FBSE Master Trainers
- Three (3) Twin-sharing Rooms for DOT personnel (OIMD and regional training officers)

2.2 For Training Participants - 5 days / 4 nights

- Check-in: June 6, 2023
- Check-out: June 10, 2023
- Fifteen (15) Twin-sharing Rooms for the 30 participants

- Room accommodation must be inclusive of breakfast
- Room accommodation should be open for cancellation of room booking once not occupied by the participants without cost, provided notice is given within 2 days before check in date;
- Complimentary Wi-Fi; and
- Inclusion of free access to all facilities and amenities within the hotel/resort.

3. MEALS (IN-SESSION AND OFF-SESSION) - Php194,880.00

- Provision of meals for the following activities:

| Date | Time | No. of Pax | Purpose |
|--------------|---------------------------------|------------|---|
| June 5, 2023 | Lunch | 9 | <ul style="list-style-type: none"> ● Lunch upon arrival from the airport of DOT-Personnel and Resource Persons preferably in the hotel/resort before check-in ● Inclusive of drinks |
| | Dinner | 9 | <ul style="list-style-type: none"> ● Dinner preferably in a local restaurant ● Inclusive of drinks |
| June 6, 2023 | AM Snacks PM Snacks Lunch | 39 | <ul style="list-style-type: none"> ● AM and PM Snacks, Buffet Lunch during the conduct of training ● Inclusive of drinks for all meals ● To be served in the function room/training venue |
| | Dinner | 6 | <ul style="list-style-type: none"> ● Dinner for resource speakers and DOT personnel, preferably in a local restaurant ● Inclusive of drinks |
| June 7, 2023 | AM Snacks PM Snacks Lunch | 39 | <ul style="list-style-type: none"> ● AM and PM Snacks, Plated/Buffer Lunch during the conduct of training ● Inclusive of drinks for all meals ● To be served in the function room/breakout rooms |
| | Dinner | 6 | <ul style="list-style-type: none"> ● Dinner for resource speakers and DOT personnel, preferably in a local restaurant ● Inclusive of drinks |

| | | | |
|----------------------|---------------------------------|----|---|
| June 8, 2023 | AM Snacks PM Snacks Lunch | 39 | <ul style="list-style-type: none"> • AM and PM Snacks, Plated/Buffer Lunch during the conduct of training • Inclusive of drinks for all meals • To be served in the function room/breakout rooms |
| | Dinner | 6 | <ul style="list-style-type: none"> • Dinner for resource speakers and DOT personnel, preferably in a local restaurant • Inclusive of drinks |
| June 9, 2023 | AM Snacks PM Snacks Lunch | 39 | <ul style="list-style-type: none"> • AM and PM Snacks, Plated/Buffer Lunch during the conduct of training • Inclusive of drinks for all meals • To be served in the function room/breakout rooms |
| | Dinner | 6 | <ul style="list-style-type: none"> • Closing dinner for organizers, resource speakers preferably local restaurant • Inclusive of drinks |
| June 10, 2023 | Lunch | 6 | <ul style="list-style-type: none"> • Lunch with drinks after hotel check-out of DOT and resource speakers • Preferably in a local restaurant near the airport |

4. FUNCTION ROOMS/TRAINING VENUE

Provision of training venue based on the following requirements;

| Date | Time | Venue Capacity | Venue Requirements |
|----------------|------------------|----------------|---|
| June 6-9, 2023 | 8:00AM – 6:00PM | 40 pax | Function Room 1 -classroom set-up |
| June 7-8, 2023 | 8:00AM – 6:00PM | 20 pax | Function Room 2 -U-shape physical setup |
| June 9, 2023 | 8:00AM – 12:00NN | 20 pax | Function Room 2 -U-shape physical setup |

- Must be within the same venue of the accommodation establishment;
- If possible, no visible posts at the middle of the room to block the view of the participants to the stage/presentation area;
- Seating arrangement with physical distancing, if possible;
- Provision of 1 separate table for speakers/panelists and 1 table for the secretariat
- Provision of pads and pencils for the participants;
- Free-flowing coffee, tea, water stations, and candies/mints;
- Fast and stable WIFI internet service that can accommodate 40 users; and
- Provision of the following audio-visual equipment and technical assistance in the required function rooms:
 - Basic sound system;
 - LCD projector and screen;
 - Whiteboard with whiteboard markers or flip charts with permanent markers
 - Outlets/extension cords that can accommodate 40 laptops;

- o Minimum of 3 wired or wireless microphones; and
- o Standby banquet staff and technical personnel;

5. OTHER DELIVERABLES/INCLUSIONS

5.1 Provision of dedicated project coordinator from the service provider

VI. APPROVED BUDGET COST:

Six Hundred Twenty-Five Thousand Nine Hundred Thirty-Nine and Sixty-Six Centavos (Php625,939.66) inclusive of all applicable government taxes in accordance with government procedure.

VII. PROJECT OFFICER/CONTACT PERSON:

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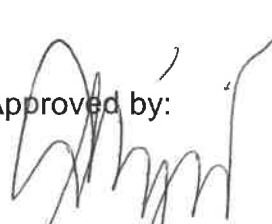
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