

## TERMS OF REFERENCE

### I. PROJECT TITLE

FILIPINO BRAND OF SERVICE EXCELLENCE (FBSE) SEMINAR

Host Agency : DEPARTMENT OF TOURISM – MIMAROPA  
Date : August 15 to August 19, 2023  
Location : San Vicente, Palawan

### 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 Palawan**
- 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

##### 1. Airfare

No. of Guests: One (1) DOT Facilitator

Manila to Puerto Princesa City - August 14, 2023  
Puerto Princesa City to Manila – August 20, 2023

## **2. Van hire**

No. of Guests: One (1) DOT Facilitator / One (1) Resource Speaker

- August 14, 2023 – Puerto Princesa City Airport to Roxas to San Vicente (Accommodation)
- August 16, 2023 – Accommodation (San Vicente) to Accommodation (Port Barton)
- August 20, 2023 – Accommodation (Port Barton) to Puerto Princesa City Town and Airport

### **B. Accommodation and Daily Breakfast**

- *San Vicente*  
Two (2) Single Occupancy Room  
Number of persons: 1 Resource Speaker / 1 DOT Facilitator  
  
Check-in: August 14, 2023  
Check-out: August 16, 2023
- *Port Barton*  
Two (2) Single Occupancy Room  
Number of persons: 1 Resource Speaker / 1 DOT Facilitator  
  
Check-in: August 16, 2023  
Check-out: August 20, 2023

### **C. Training Meals**

Lunch and AM/PM snacks  
Venue: San Vicente and Port Barton  
Date of training: August 15-16, 2023 (San Vicente)  
August 17-19, 2023 (Port Barton)  
Number of persons: 55 pax per day

### **D. Outside Meals**

Number of persons: 1 Resource Speaker / 1 DOT Facilitator  
Dinner for August 14 to August 19, 2023

### **E. Miscellaneous Fees**

1. Tarpaulin (2pcs – San Vicente and Port Barton)
2. Training Materials (Ballpen and Bondpaper for 250 pax)

## VI. APPROVED BUDGET FOR THE CONTRACT

The total budget allocation is **Two Hundred Six Thousand Nine Hundred Twenty Pesos (Php 206,920.00)**, 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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