

TERMS OF REFERENCE

I. PROJECT TITLE

FILIPINO BRAND OF SERVICE EXCELLENCE (FBSE) SEMINAR WITH COMMENTARY DEVELOPMENT

Host Agency : DEPARTMENT OF TOURISM – MIMAROPA
Date : October 9 – 15, 2023
Location : Mamburao and Sablayan, Occidental 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 DOT Accredited Tourism Enterprises 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 Occidental Mindoro**
- 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 (Boat)

1. October 9, 2023
One (1) DOT Facilitator / Two (2) Resource Speakers
Batangas to Abra De Ilog

2. October 12, 2023
One (1) Resource Speaker
Abra De Ilog to Batangas
3. October 15, 2023
One (1) DOT Facilitator / One (1) Resource Speaker
Abra De Ilog to Batangas

B. Accommodation

- *Mamburao*
Three (3) Single Occupancy Room
Number of persons: 2 Resource Speakers / 1 DOT Facilitator

Check-in: October 9, 2023
Check-out: October 10, 2023
- *Sablayan*
Three (3) Single Occupancy Room
Number of persons: 2 Resource Speakers / 1 DOT Facilitator

Check-in: October 10, 2023
Check-out: October 11, 2023

C. Venue and Training Meals

Lunch and PM snacks
Venue: Mamburao and Sablayan, Occidental Mindoro
Date of training: October 10, 2023 (Mamburao)
October 11, 2023 (Sablayan)
Number of persons: 110 pax per day

D. Outside Meals

1. Number of persons: 4 pax x 3 meals
2 Resource Speakers / 1 DOT Facilitator/ 1 DOT Staff
October 9, 2023
2. Number of persons: 3 pax x 1 meal
2 Resource Speakers / 1 DOT Facilitator
October 10 to 11, 2023
3. Number of persons: 2 pax x 3 meals
1 Resource Speaker / 1 DOT Staff
October 12, 2023
4. Number of persons: 2 pax x 1 meal
1 Resource Speaker / 1 DOT Facilitator
October 12 to 14, 2023

5. Number of persons: 3 pax x 3 meals
1 Resource Speaker / 1 DOT Facilitator / 1 DOT Staff
October 15, 2023

E. Miscellaneous Fees

Tarpaulin, Supplies and Materials

VI. APPROVED BUDGET FOR THE CONTRACT

The total budget allocation is One Hundred Fifteen Thousand and Five Hundred Twenty Pesos (**Php 115,520.00**), 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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