

TERMS OF REFERENCE

I. PROJECT TITLE

CAPABILITY BUILDING TRAINING FOR TOURISM FRONTLINERS IN KALAYAAN ISLAND GROUP

(TOURISM AWARENESS, FILIPINO BRAND OF SERVICE EXCELLENCE AND COMMUNITY ORGANIZING AND ENTERPRISE MANAGEMENT SEMINAR)

Host Agency : DEPARTMENT OF TOURISM – MIMAROPA

Date / Location : Kalayaan Islands, Palawan – October 16 – 23, 2023

II. PROJECT RATIONALE AND OBJECTIVES

The Department of Tourism will provide a training program that will capacitate the tourism stakeholders and frontliners in Kalayaan Islands, as follows:

- Tourism Awareness – This program is designed with the end view of developing/improving the performance of front liners in rendering first-rate professional service in the tourism industry. The training course targets interested community members and leaders of Pag-asa island who would like to become part of the tourism industry.
- Community Organizing – This program is an essential part of tourism development to ensure that a sustainable tourism development is rooted on community participation and that an organized leadership is present to create mutual commitments to work towards a common goal which is the development of the tourism industry in Pag-asa island. Likewise, forming an organized community will further boost their representation to government institutions and non-government entities to voice out the shared interests of the community.
- Filipino Brand of Service Excellence (FBSE) – This is designed to provide all front liners including those in the airport and water transport services in the tourism and hospitality industry with a benchmark on how to render excellent services to our tourists the Filipino way, and make it our “brand”. Likewise, this training aims to instill and propagate the FBSE, as well as to demonstrate and apply the *Mabuhay* and *Salamat* gestures within the establishment’s premises to create a favorable service experience to their guest/s. Target participants are community members who will assist visiting visitors as they explore the islands and undertake activities in the area.

III. MINIMUM REQUIREMENTS FOR TRAINING/SERVICE PROVIDERS

- Must be **PHILGEPS REGISTERED**
- Must be a **DOT Accredited Tour Operator / Travel and Tour Agency**
- Must **have experience providing training services to DOT and other government agencies**
- Located in **the Province of Palawan**
- Must be willing to provide services on a **send-bill arrangement**
- Price quotation should be denominated in the Philippine Pesos and inclusive of 12% VAT and all other applicable taxes and charges. Price validity shall be for a period of one hundred twenty (120) calendar days
- Must comply with the detailed services specified in **Item V of the TOR**

IV. DOCUMENTARY REQUIREMENTS FOR TRAINING/SERVICE PROVIDER

- Current Mayor's / Business Permit / BIR Certification (*for individual*)
- PHILGEPs' Registration Number or Certificate of Platinum Membership
- Registration Certificate from SEC or DTI
- Omnibus Sworn Statement
- Income / Business Tax Return
- DOT Accreditation Certificate

All bid documents shall be submitted to: dot4b.bacsecretariat@gmail.com

V. SCOPE OF WORK/SPECIFICATIONS

A. TRANSPORTATION

1. Airfare

- Roundtrip Flight ticket with 20kgs baggage allowance per pax MNL-PPS-MNL for four (4) pax (October 16 and 23, 2023)

2. Van Hire

One (1) unit of air-conditioned van with stored supplies of face mask, alcohol and first aid kit to conform for the following dates:

- October 16 and October 23, 2023 – Puerto Princesa City
- October 17, 2023 – Puerto Princesa City to Buliluyan Port

- October 22, 2023 –Buliluyan Port to Puerto Princesa City

B. MEALS

Provision of Meals for the following dates:

- Tourism Stakeholder Training Meals

October 19 and 20, 2023, two (2) days **in Pag-Asa Island, Kalayaan, Palawan**

AM Snacks, Lunch and PM Snacks good for 100 participants inclusive of re-useable utensils (plates, spoon and fork, drinking glasses)

- DOT and Resource Person Meals

Breakfast, Lunch and Dinner with AM and PM Snacks for four (4) pax (DOT MIMAROPA Staff and Resource Speakers) for eight (8) days (October 16 to 23, 2023)

C. ACCOMMODATION

- Must be DOT-Accredited Accommodation Establishment in Puerto Princesa City with the following details:
 - Four (4) single/twin sharing room for 4 pax from October 16 – 17 and October 22 -23, 2023
- Must provide accommodation in Pag-Asa Island, Kalayaan from October 19 – 21, 2023 for four (4) pax

D. TRAINING VENUE

- Venue should be able to accommodate a maximum of 100 pax giving due consideration to the minimum health and safety protocols
- Whole day rental of two (2) training venue on **October 19 and 20** located in **Pag-Asa Island, Kalayaan, Palawan**
- Venue should be able to provide basic sound system, PA system, microphone with free use of LCD projector and extension cords

E. Start-Up Kits:

- **Customized Waterproof Backpack and Hygiene Kit** for one hundred (100) Participants

F. Miscellaneous:

- **Tarpaulin Printing**
 - 6ft x 8ft - Backdrop Tarpaulin
 - 3ft x 8ft - Welcome Tarpaulin
- **Training materials/supplies:**
 - ID holder and Lace (100 pcs)
 - Notebook and pen (100 pcs)
 - Certificate sheets – 180gsm / A4size / White (400 sheets)
- **Communication Expense**

VI. APPROVED BUDGET FOR THE CONTRACT

The approved Budget for the conduct of the activity is **FIVE HUNDRED SEVENTY NINE THOUSAND ONE HUNDRED FIVE PESOS (Php579,105.00)**, 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.

VII. PAYMENT SCHEMES

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

JOSEPH GILBERT A. LAZARO

Senior Tourism Operations Officer

Tourism Regulation Division - DOT MIMAROPA

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