

TERMS OF REFERENCE

I. PROJECT TITLE

FILIPINO BRAND OF SERVICE EXCELLENCE (FBSE) SEMINAR

Host Agency: DEPARTMENT OF TOURISM – MIMAROPA

Date: October 24 – 28, 2023

Location: Province of Marinduque

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 also 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 Marinduque**
- 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. Transportation

Boat Fare

3 Pax(2 DOT Facilitator and 1 Resource Speaker)

October 24, 2023 - Dalahican, Lucena to Balanacan, Marinduque

October 28, 2023 – Balanacan, Marinduque to Dalahican, Lucena

B. Accommodation

Boac, Marinduque

3 Single Room

Check in: October 24, 2023

Check out: October 28, 2023

C. Meals during the Training

AM Snacks and Packed Lunch

October 25-27

165pax (55 pax x 3 Days)

D. Outside Meals

1. October 24, 2023 –Breakfast, Lunch and Dinner
Guest: 3 Pax(1 Resource Speaker and 2 DOT Facilitator)
2. October 25-27, 2023 – Dinner
Guest: 3Pax(1 Resource Speaker and1 DOT Facilitator)
3. October 28, 2023 – Lunch and Dinner
Guest: 3 Pax(1 Resource Speaker and 2 DOT Facilitator)

E. Miscellaneous

1. Tarpaulin, Supplies and Materials

VI. BUDGET

Budget for the conduct of the event **One Hundred Twenty-Nine Thousand Seven Hundred NinetyPesos(Php 129,790.00)**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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