



OFFICE OF INDUSTRY MANPOWER DEVELOPMENT

**TERMS OF REFERENCE
(TOKENS)**

I. Project Title: FBSE CELEBRATION OF LOVE: MABUHAY AT SALAMAT PO!

II. Background and Project Description

The Filipino Brand of Service Excellence (FBSE) Program, conceptualized in 2013, stands as a pivotal initiative within the Department of Tourism's (DOT) strategy to elevate and propagate the exceptional Filipino hospitality. Aimed at refining the quality of tourism services and showcasing the renowned warmth of Filipino hospitality, the FBSE Program has undergone substantial evolution and expansion since its inception.

Over the years, it has trained a substantial number of stakeholders, enriching their skills and knowledge to contribute positively to the tourism industry. With a comprehensive approach encompassing training, empowerment, and recognition, the FBSE Program has evolved into a vital component of the tourism landscape.

The FBSE program has directly influenced the skills and competencies of tourism frontliners and stakeholders across the nation. Geared towards its goal of training 100,000 tourism frontliners and stakeholders under the 2023 FBSE 100k Program, the DOT's Office of Industry Manpower Development (OIMD) with the support of the DOT Regional Offices has embarked on massive trainings to reinforce the program's impact.

With this endeavor, the DOT-OIMD has trained a total of 121,296 as of 30 November 2023. To celebrate this milestone and recognize the laudable service of our FBSE Trainers and the support of our Partner institutions and establishments, an appreciation and recognition activity will be held where they will be awarded plaques and tokens.

Target Participants : 150 onsite and 50 online participants for the appreciation/ recognition event comprising of FBSE Master, Core, Regional Trainers, Partner Institutions and Establishments and DOT Officials

Date/Period Covered : **December 12, 2023**

III. Objectives

- To give recognition to OIMD's pool of FBSE Master, Core, Regional Trainers and Partner Institutions and Establishments;
- To give an opportunity for networking and sharing on training concerns and best practices
- To launch the FBSE Module Version IV

IV. Requirement

- Must be registered with PhilGEPS; and
- Must be willing to provide goods/services on a send bill arrangement

V. Scope, Coverage and Deliverables

PARTICULARS	QUANTITY
<ul style="list-style-type: none">• Delectable box of cookies of 24 assorted pieces that are proudly made in the Philippines with unique local ingredients in four different flavors – Plain, Kape Barako, Queso De Bola and Dark Tsokolate• Packaging that is elegant and colorful inspired by Yakan and T’Nalak weaves with box sleeve which design will be supplied by DOT-OIMD.	<ul style="list-style-type: none">• 100 Boxes with Yakan inspired packaging• 100 Boxes with T’Nalak inspired packaging

- ❖ ***The winning bidder should be able to make a complete delivery of the items to DOT on or before 10:00AM of December 12, 2023.***

VI. Approved Budget Cost

Three Hundred Thousand Pesos (Php300,000.00) inclusive of all applicable government taxes in accordance with government procedures.

VII. Contact Person

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