



OFFICE OF INDUSTRY MANPOWER DEVELOPMENT

**TECHNICAL SPECIFICATIONS**  
(Services of Event Organizer)

**Project Title: *FILIPINO BRAND OF SERVICE EXCELLENCE (FBSE) RETOOLING AND CAPABILITY BUILDING WORKSHOP FOR FBSE TRAINERS***

**Rationale and Project Description**

Established in 2013, the Filipino Brand of Service Excellence (FBSE) Program stands as a crucial undertaking within the Department of Tourism's (DOT) strategy to enhance and disseminate the exceptional warmth of Filipino hospitality. Geared towards refining the caliber of tourism services and showcasing the renowned hospitality of the Filipino people, the FBSE Program has experienced significant evolution and expansion since its inception.

Over the years, the program has successfully trained a substantial number of stakeholders, enriching their skills and knowledge to make positive contributions to the tourism industry. Through a comprehensive approach that includes training, empowerment, and recognition, the FBSE Program has transformed into an indispensable element of the tourism landscape.

The FBSE Retooling and Capability Building Workshop aims to empower and enhance the capabilities of the FBSE Master, Core, and Regional trainers by equipping them with advanced skills, tools, and strategies for delivering service-oriented training. The workshop will focus on elevating the quality of service delivery and promoting a customer-centric approach among FBSE trainers.

The workshop also aims to encourage the exchange of best practices and innovative training delivery strategies which can facilitate networking opportunities among FBSE trainers. This collaborative environment aims to further enhance the overall proficiency of FBSE trainers and contribute to the continuous improvement of service excellence within the FBSE community.

Thus, the FBSE Retooling and Capability Building Workshop is a strategic initiative to elevate the Filipino Brand of Service Excellence. By investing in the continuous development of FBSE trainers, we aim to further enhance the reputation of Filipino service excellence both nationally and internationally.

1. Target Participants : **81 onsite for meeting/workshop of FBSE Trainers and OIMD Technical/secretariat team**  
**50 online participants for the presentation of FBSE Module 4.0 comprising of FBSE In-house Enterprise Trainers and DOT Training Champions**
2. Date/Period Covered: **March 11-15, 2024**

### **Objectives**

- Empower and enhance the capabilities of FBSE Master, Core, and Regional trainers by incorporating advanced concepts, updated industry standards, and innovative teaching strategies.
- Foster a collaborative environment for the exchange of best practices and innovative training strategies.
- Introduce and roll out the latest version of the FBSE Module, Version 4, to familiarize the FBSE trainers with the most up-to-date content and methodologies.
- Enhance the overall impact of the FBSE program by providing trainers with the necessary resources and support to deliver effective and engaging training sessions using the enhanced module.
- Encourage feedback and collaboration among trainers during the launch, creating a platform for sharing insights, best practices, and strategies related to the utilization of the enhanced FBSE Module Version 4 and training manual.

### **Minimum Requirement**

- Must be DOT accredited enterprise/service provider.
- Must have previously facilitated FBSE-related activities and virtual/hybrid events.
- Must be flexible to make adjustments in schedules, if necessary.

### **Scope, Coverage and Deliverables**

#### **I. TRANSPORTATION**

**Van Hire (inclusive of driver, driver's meals, gasoline, applicable parking fees)**

<b>Date/Time</b>	<b>No. of Units</b>	<b>Route/Purpose</b>
<b>March 11, 2024 Whole day</b>	3 vans	<ul style="list-style-type: none"><li>• Within Metro Manila</li><li>• Airport/Land transfers with space for luggage of FBSE participants</li></ul>
<b>March 11, 2024 Whole day</b>	1 van	<ul style="list-style-type: none"><li>• En-route La Union/Pangasinan/Baguio to any place in Metro Manila</li><li>• With space for luggage of FBSE participants</li></ul>
<b>March 11, 2024 Whole day</b>	1 van	<ul style="list-style-type: none"><li>• En-route Batangas/Laguna/Cavite to any place in Metro Manila</li><li>• With space for luggage of FBSE participants</li></ul>
<b>March 15, 2024 Whole day</b>	3 vans	<ul style="list-style-type: none"><li>• Within Metro Manila</li><li>• Airport/Land transfers with space for luggage of FBSE participants</li></ul>
<b>March 15, 2024 Whole day</b>	1 van	<ul style="list-style-type: none"><li>• En-route Metro-Manila to La Union/Pangasinan/Baguio</li><li>• With space for luggage of FBSE participants</li></ul>
<b>March 15, 2024 Whole day</b>	1 van	<ul style="list-style-type: none"><li>• En-route Metro Manila to Batangas/Laguna/Cavite</li><li>• With space for luggage of FBSE participants</li></ul>

## **II. TECHNICAL**

1. Facilitate and moderate the conduct of FBSE Retooling and Capability Building Workshop to a maximum of 85 onsite and 50 virtual/online participants in the identified hotel/venue of the OIMD from March 12-14, 2024.
2. Provide Zoom platform/webinar subscription for the virtual/online participants on March 14, 2024. Zoom link for the event should be submitted to OIMD at least three (3) days before the event for dissemination to online participants. *Any excess mbps internet requirement more than the venue allowance will be for the account of the service provider.*
3. Provide a team to handle production and coordination that includes:
  - 3.1 Stage and Program Management
  - 3.2 Venue Set-up
  - 3.3 Technical crew, equipment and materials for the zoom conferencing/live streaming with audience interaction/engagement.
4. Documentation and photography of the 3-day event with Same-Day-Edit presentation during the Networking Dinner on March 14, 2024.

### **A. PRE-EVENT**

- Meet with OIMD to clarify purpose, objectives, and deliverables of the program expectations.
- Coordinate with venue for the stage and technical set-up prior to event, ingress and egress.
- Pre-work materials to be designed and disseminated to target participants e.g. invitation poster, banners, signage, and the like.
- Engage and pay the services of an acoustic/live band that will perform during the Networking/Farewell Dinner for FBSE Trainers.

### **B. ACTUAL EVENT**

- Provide experienced broadcast team/technical crew and appropriate equipment relative to the needs to execute a successful hybrid event to include but not limited to:
  - Three (3) Camera Set-up with Control Booth
  - Broadcast Standard Quality Equipment
  - Professional Lighting System for Live and Broadcast
  - Video streaming and broadcast
  - Event Full HD Recording
- Manage zoom admission of participants. Handle back-end operations of the live streaming to ensure seamless broadcast.
- Provide meals for production, technical staff, and performers.
- Ensure that all production, technical staff, and performers are fully vaccinated.

### **C. POST-EVENT**

- Prepare post program report (Terminal Report) with data analytics of attendees (breakdown of sex, region, and tourism sector) for submission to OIMD within seven (7) working days after the actual event.
- Submit to OIMD the recorded zoom meeting stored in USB/flash drive after the event.

### **III. TRAINING KITS/MATERIALS**

- Provision of 75 sets of Training Kits which contains Tote Bag, Notebook and Pen
- Provision of 100 sets of Training shirts with collar and Pins with packaging

*\*\*Design/layout to be approved by OIMD*

### **IV. Project Duration**

Will commence upon issuance of Notice of Award until March 15, 2024

### **VII. Approved Budget Cost**

**Five Hundred Forty-Five Thousand Pesos (Php545,000.00)** inclusive of all applicable government taxes in accordance with government procedures.

### **VIII. Contact Person**

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