

TECHNICAL SPECIFICATIONS

I. PROJECT TITLE

FILIPINO BRAND OF SERVICE EXCELLENCE SEMINAR

Host Agency : DEPARTMENT OF TOURISM – MIMAROPA
Date : April 20-26, 2025
Location : Lubang, Occidental Mindoro

II. PROJECT RATIONALE AND OBJECTIVES

The Filipino Brand of Service Excellence Seminar is designed to develop and sustain a tourism workforce capable of providing excellent quality services of globally competitive standards to tourists and visitors travelling to and around the country while establishing and maintaining 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 Lubang, 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

- Gas and Toll
April 20, 2025 - Nex 54 Mandaluyong to Nasugbu Port
April 26, 2025 – Nasugbu Port to Nex 54 Mandaluyong
- Boat Fare and Terminal Fee
Passenger:
Ms. Eunice Kate B. Diaz
Ms. Rochelle Camille A. Antenor
Mr. Romano del Rosario

April 20 – Nasugbu to Tilik
April 26 – Tilik to Nasugbu

- Grab
Passenger:
Mr. Romano del Rosario

April 20 – Residence to Nex 54 Mandaluyong

April 26 – Nex 54 Mandaluyong to Residence

B. Accommodation

- One Twin Sharing for DOT Facilitators
April 20-26, 2025 (6 Nights)
- One Single Room for Speaker (FBSE)
April 20-26, 2025 (6 Nights)

C. Training Meals

Date of Training: April 21-25, 2025

Number of Participants: 55 pax

Meals: AM Snacks, Lunch and PM Snacks

D. Outside Meals

- DOT Facilitators (2 pax)
April 20 – Breakfast, Lunch and Dinner
April 21-25 – Breakfast and Dinner
April 26 – Breakfast
- Speaker – FBSE (1pax)
April 20 – Breakfast, Lunch and Dinner
April 21-25 – Breakfast and Dinner
April 26 – Breakfast

E. Miscellaneous

- Backdrop Tarpaulin (4ft x 6ft)
- Board Vellum Paper

VI. APPROVED BUDGET FOR THE CONTRACT

The total budget allocation is **TWO HUNDRED ELEVEN THOUSAND NINE HUNDRED NINETY PESOS ONLY (Php 211,990.00)**, 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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