

TERMS OF REFERENCE

I. PROJECT TITLE

FILIPINO BRAND OF SERVICE EXCELLENCE (FBSE) SEMINAR

Host Agency: DEPARTMENT OF TOURISM – MIMAROPA

Date: March 10-11 and 13, 2023

Location: Province of Romblon

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 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 MIMAROPA**
- 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. Airline Fare

1. March 9 -14, 2023 (Resource Speaker – Ms. Yael Fernandez)

- Manila to Romblon Tugdan Airport Vice Versa/ 20kg Check In Baggage

B. Transportation Expense

Residence to NAIA and Vice Versa

March 9, 2023 and March 14, 2023– Manila to NAIA vice Versa (DOT Resource Speaker)

Hotel to Tugdan Airport

March 14, 2023 – Hotel to Tugdan Airport (DOT Resource Speaker)

C. Accommodation

Romblon, Romblon

One (1) Room

- 1 Single occupancy for Resource Speaker

Duration: 2 nights

- Check-in: March 9, 2023
- Check-out: March 11, 2023

Odiongan, Romblon

One (1) Room

- 1 Single Occupancy for Resource Speaker

Duration: 1 Night

- Check-in: March 11, 2023
- Check-out: March 12, 2023

Alcantara, Romblon

One (1) Room

- 1 Single Occupancy for Resource Speaker

Duration: 2 Nights

- Check-in: March 12, 2023
- Check-out: March 14, 2023

D. Venue and Meals Requirements

Venue: Alcantara, Romblon

Date: March 13, 2023

1. Number of Participants: 55pax

2. Meals

- AM Snacks with 1 round of mineral water
- Lunch with 1 round of drinks (iced tea or soft drinks)

E. Outside Meals

1. March 9 - 13, 2023 – Breakfast, Lunch and Dinner
Guest: 1 Pax (DOT Speaker)

F. Miscellaneous

1. Tarpaulin, Supplies and Materials

VI. BUDGET

Budget for the conduct of the event Sixty-Six Thousand Six Hundred Pesos (**Php 66,600.00**) 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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