

TERMS OF REFERENCE

I. PROJECT TITLE

FILIPINO BRAND OF SERVICE EXCELLENCE SEMINAR BUSUANGA AND CORON, PALAWAN

Host Agency: DEPARTMENT OF TOURISM – MIMAROPA
Date: **September 9 – 11, 2023 (Busuanga)
and September 13 - 17, 2023 (Coron)**

II. OBJECTIVE

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. Must be a **DOT Accredited Tour Operator or Travel and Tour Agency**
- C. Located in **NCR and Coron, Palawan**
- 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)*
- PHILGEPs' Registration Number
- Registration Certificate from SEC or DTI
- Original or certified true copy of duly notarized Omnibus Sworn Statement
- DOT Accreditation Certificate

V. SCOPE OF WORK / DELIVERABLES:

A. Transportation (Land)

1. September 8 and 18, 2023 (2 pax)

- Airport Transfer: Pick-up and drop-off only (Busuanga Airport to Busuanga Accommodation on September 8)
- Airport Transfer: Pick-up and drop-off only (Coron Accommodation to Busuanga Airport on September 18)
- Van Transfer from Busuanga to Coron on September 11, 2023

B. Transportation (Air)

1. September 8, 2023 – 1 Pax
 - Air fare: MNL-USU (mid morning flight)
2. September 18, 2023 – 1 Pax
 - Air fare: USU-MNL (mid morning flight)

3. Accommodation with Breakfast (must be DOT Accredited)

1. September 8 - 11, 2023 (4 nights in Busuanga, Palawan)
1 Twin Occupancy Room – Speaker and DOT Facilitator (2 Pax)
2. September 12 - 17, 2023 (6 nights in Coron, Palawan)
1 Twin Occupancy Room – Speaker and DOT Facilitator (2 Pax)

4. Meals / Workshop Requirements

1. Date of Function:
September 9 and 11, 2023 (Two days in Busuanga, Palawan) and
September 13 to 17, 2023 (Five days in Coron, Palawan)
2. Number of Participants: 60 pax
3. Meals
 - Plated Lunch with 1 round of drinks (iced tea or soft drinks)
 - Plated PM Snacks with 1 round of drinks (iced tea or soft drinks)
 - Water Dispenser
4. Registration table should be near the entrance of the function venue.
5. Secretariat table should be inside the venue for easier facilitation and contact with speakers.
6. One table near the stage area shall be reserved for the speakers. It should be near the table for the laptop computer.
7. Classroom set-up (Social Distancing must be observed).
8. Aisles should be available in the middle and two sides.
9. Must have available stage, podium, laptop, microphones / PA system, projection screen, LCD projector, pens and pads.

5. Outside Meals

- September 8, 2023
Lunch and Dinner

Guests: 2 Pax (Speaker and Satellite Officer)

- September 9 - 17, 2023
Dinner
Guests: 2 Pax (Speaker and Satellite Officer)

6. Miscellaneous

1. Backdrop Tarpaulin 4 ft x 6 ft. (1 piece)
2. Communication Expense

VI. BUDGET

Budget for the conduct of the event is **Two Hundred Eight Thousand and Seven Hundred Twenty Pesos (Php 208,720.00)** inclusive of amenities and all government taxes and charges as defined in this Terms 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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