

## TERMS OF REFERENCE

### I. PROJECT TITLE

#### FILIPINO BRAND OF SERVICE EXCELLENCE SEMINAR

Host Agency : DEPARTMENT OF TOURISM - MIMAROPA

Date / Location : October 8 to 16 – Municipality of El Nido, Palawan

### 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 TRAINING/SERVICE PROVIDERS

- Must be **PHILGEPS REGISTERED**
- Must **have experience providing training services to DOT and other government agencies**
- Located in **Manila and/or El Nido, Palawan**
- Must be willing to provide services on a **send bill arrangement**
- Must comply with the detailed services specified in **Item V of the TOR**


### IV. DOCUMENTARY REQUIREMENTS FOR TRAINING/SERVICE PROVIDER


- Current Mayor's / Business Permit / BIR Certification (*for individual*)
- PHILGEPS' Registration Number or Certificate of Platinum Membership
- Registration Certificate from SEC or DTI
- Omnibus Sworn Statement
- Income / Business Tax Return

### V. SCOPE OF WORK/SPECIFICATIONS

#### A. Transportation

##### 1. One (1) Van Hire in Puerto Princesa City

 **Guests: One DOT Facilitator and Two (2) FBSE Speakers**  
October 8, 2023 – Puerto Princesa City to El Nido, Palawan

 **Guests: FBSE Speaker**  
October 14, 2023 – El Nido to Puerto Princesa City, Palawan

##### 2. Airline Tickets (MNL-PPS)

**Guests: One DOT Facilitator and One (1) FBSE Speaker**  
October 8, 2023 – Manila to Puerto Princesa City (Early/Mid Flight)

##### 3. Airline Tickets (ENI-MNL)

**Guests: One DOT Facilitator and One (1) FBSE Speaker**  
October 16, 2023 – El Nido to Manila (Mid Flight)

## **B. Accommodation with Daily Breakfast**

- One (1) Single Occupancy Room for DOT Facilitator  
Check-in: October 8, 2023  
Check-out: October 16, 2023
- One (1) Single Occupancy Room for FBSE Resource Speaker  
Check-in: October 8, 2023  
Check-out: October 14, 2023
- One (1) Single Occupancy Room for FBSE Resource Speaker  
Check-in: October 8, 2023  
Check-out: October 16, 2023

## **C. Meals**

1. AM/PM Snack and Lunch with Bottled Water for the Training proper  
Number of Pax: 110 pax  
Date of Training: October 9 to 15, 2023
2. Outside Meals  
October 8, 2023 – Breakfast, Lunch and Dinner for 3 pax (FBSE Resource Speakers and Facilitator)  
October 9 to 15, 2023 – Dinner for 3 pax (DOT Facilitator and FBSE Speakers)  
October 16, 2023 – Lunch and Dinner for 3 pax (DOT Facilitator and FBSE Speakers)

## **D. Training Kits**

- Number of Sets: 700 sets (50 set per training x 2 trainings per day x 7 days)
- ✓ Ballpens, Notebooks, Envelopes and ID holders and ID card.

## **E. Training Supplies**

- ✓ Vellum Board (70packs), Markers (20 pcs.), Manila Papers (20 pcs.) and Sticker Paper (10packs)

## **F. Miscellaneous Fees**

1. Tarpaulin printing
2. Communication Expense
3. Transportation Expenses of Speaker and Facilitator (Residence to NAIA and vv.)

## **VI. APPROVED BUDGET FOR THE CONTRACT**

The approved Budget for the conduct of the activity is **FUR HUNDRED EIGHTY ONE THOUSAND AND NINE HUNDRED SIXTY PESOS (PHP 481,960.00)**, 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. PROJECT OFFICER/CONTACT PERSON**

MICHAEL JOHN A. NICOLAS  
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Tourism Regulation Division  
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