

## TERMS OF REFERENCE

### I. PROJECT TITLE

#### FILIPINO BRAND OF SERVICE EXCELLENCE (FBSE) FOR THE DEAF TOURISM FRONTLINERS

Host Agency : DEPARTMENT OF TOURISM – MIMAROPA  
Date : May 26-27, 2022  
Location : Puerto Princesa City Palawan

### II. PROJECT RATIONALE AND OBJECTIVES

The course is designed to provide all frontliners including those with hearing impairment in the tourism and hospitality industry with a benchmark on how to render excellent services to our tourists the Filipino way, and make it our “brand”. This training aims to install and propagate the FBSE, as well as to demonstrate and apply the *Mabuhay* and *Salamat* gestures within the establishment’s premises so as to create a favorable service experience to their guest/s.

### III. MINIMUM REQUIREMENTS FOR SERVICE PROVIDER

- A. Must be **PHILGEPS REGISTERED**
- B. Preferably a **DOT Accredited Tour Operator based in the City of Puerto Princesa**
- C. Must be willing to provide services on a **send bill arrangement**
- D. 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

### V. SCOPE OF WORK / DELIVERABLES

#### A. Function/Workshop Requirements

1. Date of training: **May 26 to 27, 2022** (8 hours/day)
2. Venue must be a DOT Accredited Tourism Enterprise and at the City proper where the majority of the deaf participants will come from
3. Number of persons: **35 pax**;
4. Meals
  - Plated AM snacks with 1 round of bottled softdrinks
  - Buffet Lunch with 1 round of bottled softdrinks
  - Plated PM snacks with 1 round of bottled softdrinks
  - Free flowing coffee and tea during the duration of the training
  - Water dispenser;

5. Capacity of the venue must be good for 100 persons to allow social distancing between participants, resource speakers and facilitators;
6. Registration table should be near the entrance of the training venue;
7. Secretariat table should be inside the venue for easier facilitation and contact with speakers
8. Table and chair set-up with social distancing;
9. One table near the stage area shall be reserved for the speakers. It should be near the table for the laptop computer. Classroom set-up;
10. Aisles should be available in the middle and two sides;
11. Must have available stage, podium, laptop, microphones / PA system, LCD projector with white screen, WIFI access; and
12. Welcome tarpaulin 4sq. ft x 6sq. ft and backdrop tarpaulin 12sq. ft x 6sq. ft.

#### **B. Miscellaneous Fees**

1. Cargo fee from Metro Manila to Puerto Princesa City for training collaterals
2. Training supplies and materials

#### **C. OTHER LOGISTICAL REQUIREMENTS**

Service Provider must provide 1 staff who will oversee and monitor the logistics during the training proper

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

The total budget allocation is **One Hundred Thousand Pesos (Php 100,000.00)**, inclusive of applicable taxes and fees.

The winning bid shall be determined 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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