

Date: October 06, 2022

GENTLEMEN:

**REQUEST FOR QUOTATION**

Kindly quote to us your latest price(s) on the following item(s):

QUANTITY	UNIT	ITEM/DESCRIPTION/SPECIFICATION	UNIT PRICE
		<b>CONSULTANCY SERVICES COMPANY</b> For the conduct of Seminar on with Filipino Brand of Service Excellence and Barrier-Free Tourism for Mabuhay Accommodation Establishments in NCR (5 runs)	
		<p><u>Project Title:</u> <b>“Filipino Brand of Service Excellence and Barrier-Free Tourism Seminar for Mabuhay Accommodation Establishments in NCR” (2 seminars/run)</b></p> <p><u>Target Participants:</u> 30 Mabuhay Accommodation frontline officers / run <u>Date of Seminar:</u> October 18-19, 2022; October 20-21, 2022; October 25-26, 2022 October 27-28, 2022; November 3-4, 2022 <i>(*subject to change due to the availability of speakers, venue, and the current COVID-19 Alert Level, to be agreed by the DOT-NCR and the supplier in coordination with the concerned LGU/stakeholders)</i> <u>2 seminars/run</u></p> <ul style="list-style-type: none"> <li>• <b><u>Filipino Brand of Service Excellence Seminar</u></b></li> <li>• <b><u>Basic Food Safety for Food Handlers</u></b></li> </ul> <p><u>Duration:</u> Two days (min. 16 hours) <u>Area:</u> Venue within Metro Manila <u>Components:</u> Face-to-Face</p>	
		<p><b>I. <u>BACKGROUND &amp; PROJECT DESCRIPTION</u></b></p> <p>Following the introduction of new standards for hotels, resorts and apartment hotels, the Department of Tourism (DOT) has developed the Mabuhay Accommodation Standards for the low-end accommodation sector. “Mabuhay Accommodation” refers to tourist inns, pension houses, motels, bed and breakfasts, guest houses, hostels, and other similar accommodation establishments.</p> <p>The DOT believes that setting up standards even in the low-end accommodation sector would further enhance tourism competitiveness of the country. It will also uplift the market perception of some establishments, like motels, which have a “negative” connotation among Filipinos. Focusing on hospitality, friendliness, and service, as well as the quality of facilities, the standards are aimed at elevating the quality of accommodation and hospitality in the country and make them at par with global standards.</p> <p>In line with promoting consistent standards and allowing guests to enjoy equal quality in the different types of accommodation, the Department of Tourism – National Capital Region (DOT-NCR) through its Industry Manpower Development Unit and Tourism Regulation Division will conduct a Seminar on with Filipino Brand of Service Excellence and Barrier-Free Tourism for Mabuhay Accommodation Establishments in NCR. It aims to continuously raise the standard of services they provide in their respective posts by enhancing their knowledge and skills on proper customer handling, personality development, and to understand the Filipino brand of service.</p>	
		<p><b>II. <u>PROJECT OBJECTIVES</u></b></p> <p><b>Filipino Brand of Service Excellence Seminar</b></p> <ul style="list-style-type: none"> <li>• To continuously improve the quality of service provided by the frontline officers and raise customer satisfaction;</li> <li>• To equip the participants with effective techniques to handle customer concerns through a tourists’ friendly approach;</li> <li>• To describe the communication process, barriers to communication and listening skills as effective communication tools among the participants in order to produce more empathetic and efficient frontline officers;</li> <li>• To help the participants understand/apply the Filipino Brand of Service Excellence;</li> </ul> <p><b>Barrier-Free Tourism Seminar</b></p> <ul style="list-style-type: none"> <li>• Orient tourism frontliners on how to assist PWD travelers in an easy to follow, practical and appropriate ways;</li> <li>• Enhance the mobility of PWDs to make their travel smooth, safe, and trouble-free;</li> <li>• Professionalize overall frontline services to tourists.</li> </ul> <p><u>Gender Development Objectives:</u> Promote equal opportunities for men and women to receive training and be employed in the tourism industry; Targeting 45% women participants</p>	
		<p><b>III. <u>METHODOLOGY</u></b></p> <p>To ensure the effectiveness of the program, the following methodology will be utilized:</p> <ul style="list-style-type: none"> <li>- Lecture-discussion</li> <li>- Group activities</li> <li>- Case exercises</li> </ul>	

	<p><b>IV. COURSE OUTLINE</b></p> <p><b>Filipino Brand of Service Excellence Seminar</b>  Module I - Service Excellence and the 7M's of Filipino Values  Module II - Delivering Excellent Service using the GUEST Technique  Module III - The HEART of Service Recovery</p> <p><b>Barrier-Free Tourism Seminar</b>  Module I - UNCRPD General Obligations Article 4.3 and Laws on the Rights of Persons with Disabilities (PWDs)  Module II - Disability Perspective  Module III – Practical and Appropriate ways of Handling Persons with Disabilities (PWDs)</p> <ul style="list-style-type: none"> <li>• Orthopedically Handicapped</li> <li>• Visual Impairment</li> <li>• Hearing Impairment</li> <li>• Persons with Autism</li> </ul>	
	<p><b>V. REQUIREMENTS FOR SUPPLIERS</b></p> <ol style="list-style-type: none"> <li>a. Must be a consultancy service provider that specializes in conducting/facilitating/organizing trainings and utilizing training modules and programs approved by DOT-OIMD.</li> <li>b. Must submit a list of current and previously conducted trainings or similar projects with DOT.</li> <li>c. Must submit a plan of approach/methodology with timeline for the execution of the overall scope of the project.</li> <li>d. Duly registered Philippine company with appropriate government Agency.</li> <li>e. Highly experienced in conducting and organizing high impact trainings that are of value to Filipinos.</li> <li>f. Must be registered with the Philippine Government Electronic Procurement Systems (PhilGEPS).</li> <li>g. Must provide a breakdown of prices and services included in the quotation complete with E-VAT and other government taxes;</li> <li>h. Amenable to government procedure or send-bill arrangement and preferably with Land Bank of the Philippines account.</li> <li>i. Must submit a curriculum vitae/professional license and company profile</li> <li>j. With an office in Metro Manila.</li> </ol>	
	<p><b>VI. SCOPE OF WORK/DELIVERABLES</b></p> <p><b>PRE-EVENT</b></p> <ol style="list-style-type: none"> <li>1. Design and development of learning module using current training needs, information and identified knowledge/capacity gaps and DOT-OIMD standards and the DOT-NCR's objectives</li> <li>2. Collaborate with the DOT-NCR team, private organizations/partners, cooperative, non-government organization, if applicable, and in conceptualizing the program design, providing academic direction, selection of speakers/panelists/subject matter experts, assigning course topics, presentation, among others;</li> <li>3. Engage directly with subject matter experts/speakers/panelists in learning course topics that will be agreed upon and ensure all contents are aligned to the DOT-NCR directions, theme, topic and goals;</li> <li>4. Must include rental of venue with audio-visual equipment;</li> <li>5. Draft and send out event invitation to target participants;</li> <li>6. Draft and send out event invitation to target speakers/subject matter experts and VIP guests;</li> <li>7. Draft and prepare speeches for principals;</li> <li>8. Hire additional manpower to facilitate registration/attendance, feedback forms and management/assistance during seminar activity if necessary;</li> <li>9. Must include the preparation of event's key visual, layout, and translations;</li> <li>10. Create and manage pre-event social media postings, boosting and promotions;</li> <li>11. Cover communication expenses for the preparation and duration of the training;</li> <li>12. Be present, document and submit minutes of all meetings (virtual or actual) of the secretariat and working committees;</li> <li>13. Sourcing of tokens of appreciation proportionate to the status of the subject matter experts/panelists/speakers, and VIP guests. Present a variety of choices of tokens for the DOT-NCR's approval. Package the tokens according to the DOT-NCR brand directions;</li> </ol> <p><b>DURING EVENT</b></p> <ol style="list-style-type: none"> <li>14. Proposal must include transportation logistics for the project secretariat/ DOTNCR staff/speakers, also considering overtime pay, parking and meals of the transportation provider;</li> <li>15. Make use of face-to-face as mode of implementation for the conduct of the training program.</li> <li>16. Ensure all activities are within the minimum health protocols set forth by the IATF and provide health and safety kits to all participants and guests including tissue, wet wipes, alcohol, face masks;</li> <li>17. Create and manage same-day event social media postings, boosting and promotions;</li> </ol>	

		<p>18. Mount a full technical run of the event and ensure excellent internet connection;  19. Provide meals and snacks for the participants, organizers/facilitators/speakers, VIP guests;  20. Provide pre/post-test, ensure that participants accomplish the registration form, attendance sheet, and feedback form / link and encode results  21. Provide certificates to participants and resource speakers after each seminar;  22. Provide non-food tokens of appreciation to the subject matter experts/panelists/speakers, and VIP guests.</p> <p><b>POST EVENT</b></p> <p>23. Provide for the fee of additional manpower to assist during the event;  24. Must include courier/delivery fees, if necessary;  25. Create and manage post-event social media postings, boosting and promotions;  26. Submit final documentation, proceedings, forms of the training program, modules/presentation, event materials to DOT-NCR  27. Must assist in encoding the gathered training/seminar data into the required OIMD links  28. Submit a terminal report (OIMD form) and a comprehensive terminal report complete with recommendations, SWOT analysis, or learner's response assessment within 15 days after the completion.</p>																											
		<p style="text-align: center;"><b>BUDGETARY REQUIREMENTS</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">PARTICULARS</th> <th style="text-align: center;">ITEM AMOUNT</th> </tr> </thead> <tbody> <tr> <td>Hotel Venue and Meals (AM/PM Snacks, Lunch) (Php1,300/pax x 40pax x 2 days)</td> <td style="text-align: right;">104,000</td> </tr> <tr> <td>Van Hire (whole day use) 8000 x 2 days</td> <td style="text-align: right;">16,000</td> </tr> <tr> <td>Speakers and Moderator's Honorarium</td> <td style="text-align: right;">29,200</td> </tr> <tr> <td>Health and Safety Kit (alcohol, wipes, tissue, face mask, pouch) Php100 x 40</td> <td style="text-align: right;">4,000</td> </tr> <tr> <td>Training Supplies (paper, envelope, marker, ink)</td> <td style="text-align: right;">3,925</td> </tr> <tr> <td>Material tarpaulin lay out and Printing expenses</td> <td style="text-align: right;">2,000</td> </tr> <tr> <td>Communication Expense</td> <td style="text-align: right;">300</td> </tr> <tr> <td>Social media boosting and promotion</td> <td style="text-align: right;">1000</td> </tr> <tr> <td>Token for speakers / Giveaways for participants</td> <td style="text-align: right;">5,775</td> </tr> <tr> <td>Admin Cost (Procurement of Logistics; Manpower Assistance; Supervising and Managing the event; Documentation and Reports)</td> <td style="text-align: right;">10,000</td> </tr> <tr> <td style="text-align: right;"><b>TOTAL PER RUN</b></td> <td style="text-align: right;"><b>₱176,200.00</b></td> </tr> <tr> <td style="text-align: right;"><b>GRAND TOTAL</b></td> <td style="text-align: right;"><b>₱881,000.00</b></td> </tr> </tbody> </table> <p style="text-align: center;"><b>APPROVED BUDGET FOR THE CONTRACT (ABC): PHP 881,000.00</b>  Eight Hundred Eighty-One Thousand Pesos Only  <i>*inclusive of government taxes</i></p>	PARTICULARS	ITEM AMOUNT	Hotel Venue and Meals (AM/PM Snacks, Lunch) (Php1,300/pax x 40pax x 2 days)	104,000	Van Hire (whole day use) 8000 x 2 days	16,000	Speakers and Moderator's Honorarium	29,200	Health and Safety Kit (alcohol, wipes, tissue, face mask, pouch) Php100 x 40	4,000	Training Supplies (paper, envelope, marker, ink)	3,925	Material tarpaulin lay out and Printing expenses	2,000	Communication Expense	300	Social media boosting and promotion	1000	Token for speakers / Giveaways for participants	5,775	Admin Cost (Procurement of Logistics; Manpower Assistance; Supervising and Managing the event; Documentation and Reports)	10,000	<b>TOTAL PER RUN</b>	<b>₱176,200.00</b>	<b>GRAND TOTAL</b>	<b>₱881,000.00</b>	
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		<p><b>VII. PAYMENT PROCEDURE</b></p> <p><b>₱881,000.00</b> inclusive of taxes upon completion of the training Government procedure and is subject to appropriate government taxes.</p> <ul style="list-style-type: none"> <li>- Rates should include applicable taxes and delivery fee</li> <li>- Willing to provide services on a send-bill arrangement</li> </ul>																											
		<p><b>Documentary Requirements to be submitted:</b></p> <ol style="list-style-type: none"> <li>1. Valid Mayor's/Business Permit</li> <li>2. PhilGEPS Registration Number</li> <li>3. Latest Income/Business Tax Return with AFS</li> <li>4. Original or Certified True Copy of Duly Notarized Omnibus Sworn Statement</li> <li>5. Company Profile and Curriculum Vitae of key officer/staff</li> </ol>																											
		<p>Contact Person:  Ms. Elaine Villanueva - <a href="mailto:esvillanueva@tourism.gov.ph">esvillanueva@tourism.gov.ph</a></p>																											
		<p>Please quote your lowest price for the above requirements and submit your quotation along with documentary requirements VIA PERSONAL SERVICE AND/ OR COURIER in three (3) copies - 1 original copy IN A <b>SEALED ENVELOPE</b> to this office address:</p> <p>DOT NCR BAC SECRETARIAT  Mr. Lawrence J. Alcantara – Head, NCR BAC Secretariat  2nd Floor, DOT Building, 351 Sen. Gil Puyat Avenue, Makati City</p>																											
		<p>Note: Deadline of submission is on <b>October 12, 2022 at 10:00am</b></p>																											

This office desires to place an order for the above item(s) with the minimum delay. Your firm quotation will help us very much in placing the order.

Thank you.

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**PRINT NAME OF DEALER/SUPPLIER**

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**ADDRESS OF DEALER/SUPPLIER**

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**CONTACT NUMBER(s)**

**TIN:** \_\_\_\_\_

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**LANDBANK ACCOUNT NUMBER**

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**AUTHORIZED SIGNATURE OVER PRINT NAME**

NCR-ADMIN-PMD-004-00