



Bid Notice Abstract

Request for Quotation (RFQ)

Reference Number 9121544
Procuring Entity DEPARTMENT OF TOURISM
Title Procurement of Tour Operator Services for the Filipino Brand Service of Excellence (FBSE) Train-the-Trainers Course for In-House Trainers - Tourism Enterprise Level in Region VII

Area of Delivery

Solicitation Number:	2022-10-190	Status	Active
Trade Agreement:	Implementing Rules and Regulations	Associated Components	2
Procurement Mode:	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	Bid Supplements	0
Classification:	Goods	Document Request List	0
Category:	Travel, Food, Lodging and Entertainment Services	Date Published	15/10/2022
Approved Budget for the Contract:	PHP 700,528.00	Last Updated / Time	15/10/2022 00:00 AM
Delivery Period:		Closing Date / Time	19/10/2022 14:00 PM
Client Agency:			
Contact Person:	Norjannah P Lucman Admin. Officer III 351 Sen. Gil Puyat Avenue Makati City Metro Manila Philippines 1200 63-02-4595200 Ext.425 nplucman@tourism.gov.ph		

Description

REFERENCE

I. PROJECT TITLE:

FILIPINO BRAND OF SERVICE EXCELLENCE TRAIN-THE-TRAINERS COURSE FOR IN-HOUSE TRAINERS – TOURISM ENTERPRISE LEVEL IN REGION VII

II. BACKGROUND AND PROJECT DESCRIPTION

The Filipino Brand of Service Excellence (FBSE) is one of the flagship programs of the Department of Tourism which envisions to provide tourism and hospitality industry front liners and professionals with a benchmark on how to render excellent service to our tourists the Filipino way, and make it our “brand”.

The FBSE aims to highlight the good and the positive traits in the Filipino tourism professionals by emphasizing 7 Filipino Core Values or “7Ms” which should be manifested in key touchpoints in handling tourists or guests.

In order to spread the FBSE culture across the tourism sector, it is necessary to train more tourism professionals especially supervisors or middle managers in tourism enterprises to cascade the training at the enterprise level.

Thus, the Office of Industry Manpower Development (OIMD) shall conduct the FBSE Train-the-Trainers Course for In-house Trainers – Tourism Enterprise Level DOT- accredited accommodation establishments.

- Target Participants : maximum of 30 pax comprising of Managers/ Supervisors of Accommodation Establishments
- Date/Period Covered: November 7 - 11, 2022 (subject of final confirmation)
- Location/Venue : Mactan, Cebu

III. OBJECTIVES

1. To develop pool of in-house trainers to conduct the FBSE Trainings in DOT-accredited tourism enterprises.
2. To cascade the FBSE Trainings to the DOT tourism accredited enterprises and tourism workforce.
3. To boost participants' competencies in facilitating the FBSE trainings to their establishment's frontliners/personnel.

IV. MINIMUM REQUIREMENT

- Must be a DOT-accredited service provider
- Must be flexible to make adjustments in schedules, if necessary.

V. SCOPE OF WORK, COVERAGE, AND DELIVERABLES

The following are the services required by the DOT:

1. TRANSPORTATION

A. Domestic airline tickets inclusive of 20 kilos baggage allowance and travel insurance:

Flight Itinerary

*Flight Details are subject to change Number of Pax Intended Passengers

November 7, 2022

Manila – Cebu

preferably AM flight (between 9:00AM to 12:00NN) 6 3 pax – OIMD project officer/ secretariat

3 pax – Resource Speakers/ Facilitators

November 11, 2022

Cebu – Manila

preferably PM flight (between 2:00PM to 4:00PM) 6 3 pax – OIMD project officer/secretariat

3 pax – Resource Speakers/ Facilitators

B. Bus Fare:

Travel Itinerary

Number of Pax Intended Passenger

November 7, 2022

Baguio – Manila (NAIA airport) 1 FBSE Resource Speaker residing in Baguio City

(time of travel will depend on the confirmed flight schedule going to and from Cebu)

November 11, 2022

Manila (NAIA airport) – Baguio 1

C. Van Hire (inclusive of driver, gasoline, applicable parking fees)

Date Time Purpose

November 7, 2022 Whole day • Airport transfers for organizers/participants coming into Mactan, Cebu to the hotel/venue.

- To transport participants and organizers to dinner venue and back to hotel

November 8-9, 2022 Whole day • To transport DOT and FBSE Trainers for the conduct FBSE impact assessment of hotels/resorts within Cebu City and Mactan

November 10, 2022 Evening • To transport DOT and FBSE Trainers/resource persons to dinner venue and back to hotel

November 11, 2022 Whole day • To transport DOT and FBSE Trainers for the conduct FBSE impact assessment of hotels/resorts within Cebu City and Mactan

- Airport transfers (hotel to airport)

2. ACCOMMODATION IN A DOT-ACCREDITED HOTEL/RESORT

2.1 Room accommodation for 8 pax for 5 days / 4 nights

- Two (2) Single Rooms
- Three (3) Twin-sharing Rooms
- With breakfast

- Check-in: November 7, 2022
- Check-out: November 11, 2022

2.2 Room accommodation for 30 pax for 4 days / 3 nights

- Fifteen (15) Twin-sharing Rooms
- With breakfast
- Complimentary Wi-Fi
- Check-in: November 7, 2022
- Check-out: November 10, 2022

- Room accommodation should be open for cancellation of room booking once not occupied by the participants without cost, provided notice is given within 2 days before check in date;
- Complimentary Wi-Fi; and
- Inclusion of free access to all facilities and amenities within the hotel/resort.

3. MEALS (IN-SESSION AND OFF-SESSION)

- Provision of meals for the following activities:

Date Time No. of Pax Purpose

November 7, 2022 Lunch

6 • Lunch upon arrival from the airport of DOT-OIMD and Resource Persons preferably in the hotel/resort before check-in

- Inclusive of drinks

Dinner

8 • Welcome dinner preferably in a local restaurant

- Inclusive of drinks

November 8, 2022 AM Snacks PM Snacks

Lunch

40 • AM and PM Snacks, Buffet Lunch during the conduct of training

- Menu for buffet lunch should include soup, beef, fish, pork or chicken, vegetable, dessert, rice, salad
- Inclusive of drinks for all meals
- To be served in the rented function room/training venue

Dinner

40

- Plated/Buffer Dinner with drinks
- To be served in the rented function room or hotel restaurant

November 9, 2022 AM Snacks PM Snacks

Lunch

40 • AM and PM Snacks, Buffet Lunch during the conduct of training

- Menu for buffet lunch should include soup, beef, fish, pork or chicken, vegetable, dessert, rice, salad
- Inclusive of drinks for all meals
- To be served in the rented function room/breakout rooms

Dinner

40

- Plated/Buffer Dinner with drinks
- To be served in the rented function room or hotel restaurant

November 10, 2022 AM Snacks PM Snacks

Lunch

40 • AM and PM Snacks, Buffet Lunch during the conduct of training

- Menu for buffet lunch should include soup, beef, fish, pork or chicken, vegetable, dessert, rice, salad
- Inclusive of drinks for all meals
- To be served in the rented function room/breakout rooms

Dinner

8 • Closing dinner for organizers, resource speakers preferably local restaurant

- Inclusive of drinks

November 11, 2022 Lunch

6 • Lunch with drinks after hotel check-out

- of DOT and resource speakers
- Preferably in a local restaurant near the airport

4. FUNCTION ROOMS/TRAINING VENUE

Provision of training venue, with a capacity of 40 pax based on the following;

Date Time Venue Capacity Venue Requirements

November 8, 2022 0800H – 1700H 40 pax Function Room (Herringbone physical setup)

Exclusive of ingress/egress for 2 hours before/after the event/session

Full-service with following inclusions:

- o Basic sound system;
- o LCD projector and screen;
- o 2 whiteboards with markers;
- o Extension cords;
- o 4 wired/wireless microphones;
- o Free flowing coffee, tea and water stations;
- o Pads, pencils, candies and mints;
- o Standby banquet staff and technical personnel;
- o With registration table
- o Table for secretariat and resource persons

November 9, 2022 0800H – 1700H 20 pax

20 pax Breakout Room 1 (U-shape setup)

Breakout Room 2 (U-shape setup)

Exclusive of ingress/egress for 2 hours before/after the event/session

Full-service with following inclusions for each breakout rooms:

- o Basic sound system;
- o LCD projector and screen;
- o 2 whiteboards with markers;
- o Extension cords;
- o 4 wired/wireless microphones;
- o Free flowing coffee, tea and water stations;
- o Pads, pencils, candies and mints;
- o Standby banquet staff and technical personnel;
- o Table for secretariat and resource persons

November 10, 2022 0800H – 1200H 20 pax

20 pax Breakout Room 1 (U-shape setup)

Breakout Room 2 (U-shape setup)

Full-service with following inclusions for each breakout rooms:

- o Basic sound system;
- o LCD projector and screen;
- o 2 whiteboards with markers;
- o Extension cords;
- o 4 wired/wireless microphones;
- o Free flowing coffee, tea and water stations;
- o Pads, pencils, candies and mints;
- o Standby banquet staff and technical personnel;
- o Table for secretariat and resource persons

November 10, 2022 1300H – 1800H 40 pax

Function Room (Herringbone physical setup)

Exclusive of egress for 2 hours before/after the event/session

Full-service with following inclusions:

- o Basic sound system;
- o LCD projector and screen;
- o 2 whiteboards with markers;
- o Extension cords;
- o 4 wired/wireless microphones;
- o Free flowing coffee, tea and water stations;
- o Pads, pencils, candies and mints;
- o Standby banquet staff and technical personnel;
- o Table for secretariat and resource persons

• Other inclusions for Venue requirements

- Availability of sanitation and hygiene kits
- Standard physical arrangements in function rooms/breakout rooms. If possible, no visible posts at the middle of the room to block the view of the participants to the stage/presentation area

- Dedicated Technician/Technical Assistant during the training/workshop
- Use of function room could be extended in case the activity exceeded the allotted number of hours
- Complimentary use of Wi-Fi in function rooms/breakout rooms during the session proper
- Complimentary car coupons/reserved parking

5. OTHER DELIVERABLES/INCLUSIONS

5.1 Training Supplies

- Provision of training kits inclusive of paper/note pads, pens, face masks, small alcohol bottle and seminar badges (IDs) with lanyards for 30 pax
- Provision of 1 black ink and 1 colored ink for inkjet printer (model to be advised) for printing of certificates
- Tarpaulin as backdrop for the training venue (design to be provided by OIMD)

5.2 RT-PCR / Antigen Test

- Provision of RT-PCR Test for 6pax (Resource Speakers and OIMD staff) only if required by the LGU or the hotel / training venue.

5.3 Provision of dedicated event/training coordinator

5.4 Photo documentation during the conduct of training/workshops

VI. APPROVED BUDGET COST:

Seven Hundred Thousand Five Hundred Twenty-Eight Pesos (Php700,528.00) inclusive of all applicable government taxes in accordance with government procedure.

VII. TERMS OF PAYMENT: Government Procedure / Send-bill Arrangements

Line Items

Item No.	Product/Service Name	Description	Quantity	UOM	Budget (PHP)
1	Tour Operator Service	Tour Operator Service for the FBSE Train-the-Trainers Course for In-House Trainers - Tourism Enterprise Level in Region VII	1	Lot	700,528.00

Other Information

THE PROPOSAL/QUOTATION must be addressed to:

To: PROCUREMENT MANAGEMENT DIVISION
 Department of Tourism
 Makati City

with details such as:

Name of the Bidder/Company:
 Address of the Bidder/Company:
 Title of the Project:
 RFQ No. 2022-10-190

In addition to the Proposal/Quotation, kindly submit the following Eligibility Requirements:

1. Mayor's/Business Permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or the equivalent document for Exclusive Economic Zone Area,

In cases of recently expired Mayor's/Business permits, it shall be accepted together with the official receipt as proof that the bidder has applied for renewal within period prescribed by the local government unit.

2. PhilGEPS Registration Number

3. Latest Income/Business Tax Return (For ABC above Php500, 000.00)

4. Original or Certified True Copy of Duly Notarized Omnibus Sworn Statement

5. DOT Accreditation Certificate

Note: Kindly submit your quotations together with your eligibility requirements to nplucman@tourism.gov.ph on or before 19 OCTOBER 2022 at 2:00 pm. Late and unsigned quotations shall not be accepted.

Created by Norjannah P Lucman
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