

## TERMS OF REFERENCE

**BIDDER:** SERVICE PROVIDER COMPANY

**PROJECT:** ONLINE LANGUAGE TRAINING (ITALY AND SPAIN) FOR TOUR GUIDES

### 1. MINIMUM REQUIREMENTS:

- The subject matter expert/ trainer must have at least one (1) year of experience in providing foreign language speaking training courses, either through online or physical/face-to-face setting
- Must be registered with PHILGEPS;
- Willing to provide services on send-bill arrangement.

### 2. BACKGROUND:

- Spain and Italy are among the top producing Opportunity Markets of Southern Europe for outbound tourists to Southeast Asian countries with growth rates ranging between +10% to +20% across several years.
- The Philippines has world-class products and destinations that match the preferences of the Spanish and Italian Outbound Markets, however, excellent and quality services are critical when communicating messages during the actual tours.
- There are very few Italian and Spanish-speaking tour guides in domestic destinations. These Online Italian and Spanish Language Trainings will improve the quality of current tour guiding services.

### 3. OBJECTIVE:

Following are the objectives of the project:

- To ensure, enhance, and upgrade the language skills of tour guides for the Spanish and Italian market.
- To capacitate tour guides in the various regions with language competencies sufficient to meet the language requirements of the Spanish and Italian markets.
- To give an opportunity for the OFWs who possess language skills in Spanish and Italian to become tour guides.

### 4. SCOPE OF WORK AND DELIVERABLES

- Hosting and virtual class management via Zoom of the online language training session to accommodate 25 to 30 people in the room per training session;
- Language training session execution: Four (4) hours per session, for a total of 15 sessions, per language program. 2 batches/runs
- Learning materials: digital and downloadable language training materials
- Feedback mechanism:
  - a) Pre-training aptitude exam to determine level of advancement
  - b) Post-online exam and
  - c) Student evaluation form
- Design and Development of Training Invitations to Participants for Social media posting
- Social media posting and boosting through FB
- Tracking and Monitoring of Participants' enrollment and registration via Zoom
- Tracking and Monitoring of Attendance and Course Compliance
- Periodic Progress Reporting to Client
- Preparation and Distribution of Individual Trainee's Manual
- Preparation and Distribution of Individual Certificates of Participation
- Summary of Post Training
- Terminal Report to include Summary and Analysis of Results, Observations and Recommendations

### 5. SCHEDULE OF ACTIVITIES

The proposed schedules of the language training course(s) are following:

Language	Target dates of implementation	Number of participants	Duration of each session, number of sessions and number of runs
Spain	November 2022	25 to 30 pax	4 hours/session / 15 sessions total/ 2 runs
Italy	November 2022	25 to 30 pax	4 hours/session / 15 sessions total/2 runs

Notes:

- Classes should be conducted during weekdays only
- Class time / schedule can be discussed by DOT and the service provider, but should fall between 9am to 7pm
- Training schedules subject to change based on DOT recommendation(s)

**6. QUALIFICATIONS OF SERVICE PROVIDER COMPANY / EVENT MANAGEMENT COMPANY**

The service provider should possess the following qualifications:

Company experience and network

- Should have experience in organizing and executing their own language training courses / classes, either in the physical / face-to-face setting or through online learning platforms
- Should be able to assist students / participants (tour guides) on how to use the recommended online learning platform.

**7. BUDGET:**

Lot	PROGRAM	BUDGET
1	Online Spain Language Course	Php 477,000.00
2	Online Italy Language Course	Php 477,000.00
	<b>TOTAL AMOUNT</b>	<b>Php 954,000.00</b>

Total budget per training program is all-inclusive of professional and technical fees, and applicable government taxes.

**8. TERMS OF PAYMENT:**

- Send bill arrangement and a 60-day payment period upon submission of complete billing and supporting documents: Bill must be addressed to the Department of Tourism.

**9. CONTACT PERSON(S):**

Contact Person/s :   
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