



## Bid Notice Abstract

### Request for Quotation (RFQ)

**Reference Number** 9304582  
**Procuring Entity** DEPARTMENT OF TOURISM  
**Title** TOUR OPERATOR-FILIPINO BRAND OF SERVICE EXCELLENCE RETOOLING AND CAPABILITY BUILDING FOR FBSE TRAINERS WITH DOT-LMS USER TESTING ORIENTATION FOR FBSE TRAINERS

#### Area of Delivery

<b>Solicitation Number:</b>	2022-12-325	<b>Status</b>	<b>Pending</b>
<b>Trade Agreement:</b>	Implementing Rules and Regulations	<b>Associated Components</b>	2
<b>Procurement Mode:</b>	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	<b>Bid Supplements</b>	0
<b>Classification:</b>	Goods	<b>Document Request List</b>	0
<b>Category:</b>	Travel, Food, Lodging and Entertainment Services	<b>Date Published</b>	02/12/2022
<b>Approved Budget for the Contract:</b>	PHP 668,709.00	<b>Last Updated / Time</b>	01/12/2022 15:34 PM
<b>Delivery Period:</b>		<b>Closing Date / Time</b>	05/12/2022 10:00 AM
<b>Client Agency:</b>			
<b>Contact Person:</b>	MAITA SUMOGAD DANTE AA III 351 Sen. Gil Puyat Avenue Makati City Metro Manila Philippines 1200 63-02-4595200 Ext.425 63-02-4595200 msdante@tourism.gov.ph		

#### Description

##### TERMS OF REFERENCE

##### I. PROJECT TITLE:

FILIPINO BRAND OF SERVICE EXCELLENCE RETOOLING AND CAPABILITY BUILDING FOR FBSE TRAINERS WITH DOT-LMS USER TESTING ORIENTATION FOR FBSE TRAINERS

##### 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 update and enhance the training and facilitation skills of the DOT-OIMD Pool of FBSE Trainers. Thus, the Office of Industry Manpower Development (OIMD)

shall conduct the FBSE Retooling and Capability Building Workshop for FBSE Core, Master, and Regional Trainers.

it is necessary to update the FBSE Trainers on the enhanced FBSE materials, guidelines, and manuals, as well as to boost the competence and confidence of FBSE Trainers in the conduct and delivery of FBSE training workshops across the regions. The FBSE Trainers will also be trained on the use and functionalities of the DOT-OIMD Learning Management System.

- Target Participants : 54 pax comprising of DOT-OIMD Pool of FBSE Trainers, Resource persons, and facilitators
- Date/Period Covered: December 13 to 16, 2022

### III. OBJECTIVES

1. To update the FBSE Trainers on the enhanced FBSE materials, guidelines, and manuals.
1. To gather inputs on how to further improve delivery of FBSE training workshops.
2. To orient and train the FBSE Trainers on the usability and functionality of the DOT-OIMD Learning Management System.

### IV. MINIMUM REQUIREMENT

- Must be a DOT-accredited travel and tour operator.
- Must be flexible to make adjustments in schedules, if necessary.

### V. SCOPE OF WORK, COVERAGE, AND DELIVERABLES

The following services are required by the DOT:

#### LOT 1: TRANSPORTATION – DOMESTIC AIRFARE TICKETS

A. Roundtrip Domestic airline tickets inclusive of 20 kilos baggage allowance:

##### Flight Itinerary

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

ILOILO-MANILA-ILOILO

December 13, 2022

Iloilo to Manila

Preferably AM flight (between 5:00AM - 11:30 AM)

December 16, 2022

Manila to Iloilo

Preferably PM flight (7:00PM onwards)

3 pax roundtrip FBSE Trainer participants based in Iloilo

CEBU-MANILA-CEBU

December 13, 2022

Cebu to Manila

Preferably AM flight (between 5:00AM - 11:30AM)

December 16, 2022

Manila to Cebu

Preferably PM flight (7:00PM onwards)

3 pax roundtrip FBSE Trainer participants based in Cebu

CDO-MANILA-CDO

December 13, 2022

Cagayan de Oro to Manila

Preferably AM flight (between 5:00AM - 11:30AM)

December 16, 2022

Manila to Cagayan de Oro

Preferably AM flight (7:00PM onwards)

3 pax roundtrip FBSE Trainer participants based in Cagayan de Oro

DAVAO-MANILA-DAVAO

December 13, 2022

Davao to Manila

Preferably AM flight (between 5:00AM - 11:30AM)

December 16, 2022

Manila to Davao

Preferably PM flight (7:00PM onwards)

2 pax roundtrip

FBSE Trainer participants based in Davao  
TACLOBAN-MANILA-TACLOBAN  
December 13, 2022  
Tacloban to Manila  
Preferably AM flight (between 5:00AM - 11:30AM)

December 17, 2022  
Manila to Tacloban  
Preferably AM flight (6:00AM onwards)  
1 pax roundtrip

FBSE Trainer participants based in Tacloban  
GENSAN-MANILA-GENSAN  
December 13, 2022  
General Santos to Manila  
Preferably AM flight (between 5:00AM - 11:30AM)

December 17, 2022  
Manila to General Santos  
Preferably AM flight (6:00AM onwards) 1 pax roundtrip

FBSE Trainer participants based in General Santos  
LEGAZPI-MANILA-LEGAZPI  
December 13, 2022  
Legazpi to Manila  
Preferably AM flight (between 5:00AM - 11:30AM)

December 17, 2022  
Manila to Legazpi  
Preferably AM flight (6:00AM onwards) 2 pax roundtrip FBSE Trainer participants based in Legazpi, Albay  
ZAMBOANGA-MANILA-ZAMBOANGA

December 13, 2022  
Zamboanga to Manila  
Preferably AM flight (between 5:00AM - 11:30AM)

December 17, 2022  
Manila to Zamboanga  
Preferably AM flight (6:00AM onwards) 2 pax roundtrip FBSE Trainer participants based in Zamboanga

PPS-MANILA-PPS  
December 13, 2022  
Puerto Princesa to Manila  
Preferably AM flight (between 5:00AM - 11:30AM)

December 17, 2022  
Manila to Puerto Princesa  
Preferably AM flight (6:00AM onwards) 3 pax roundtrip FBSE Trainer participants based in Puerto Princesa  
SURIGAO-MANILA-SURIGAO

December 13, 2022  
Surigao to Manila  
Preferably AM flight (between 5:00AM - 11:30AM)

December 17, 2022  
Manila to Surigao  
Preferably AM flight (6:00AM onwards) 1 pax roundtrip FBSE Trainer participants based in Surigao

DAVAO-MANILA  
December 13, 2022  
Preferably AM flight (between 5:00AM - 11:30AM)

1 pax one-way only  
TUGUEGARAO-MANILA  
December 13, 2022  
Preferably AM flight (between 5:00AM - 11:30AM)  
1 pax one-way only FBSE Trainer participants based in Tuguegarao

MANILA-GENSAN  
December 17, 2022

Preferably AM flight (6:00AM onwards) 1 pax one-way only

LOT 1 – TOTAL BUDGET COST: P 394,802.00

LOT 2: TRANSPORTATION, ACCOMMODATION, AND MEALS

A. Van Hire

1. DOT-accredited VAN, six (6) fully air-conditioned unit
2. Vehicle use on December 13, and 16, 2022 en route Manila-Bataan-Manila.
3. Provision of uniformed tourist drivers knowledgeable of the place to be visited
4. Fuel, parking fees, and meals of the driver must be shouldered by the winning bidder.
5. Provision of bottled drinking water for the passengers per van.

B. Bus Fare for FBSE participants from CAR and Region 1:

\*Subject to reimbursement upon submission of Official Receipt by the concerned FBSE Trainers

Travel Itinerary Number of Pax Intended Passengers

December 13, 2022

Baguio - Manila

December 16, 2022

Manila - Baguio 2 FBSE Trainer participants based in Baguio City

December 13, 2022

Ilocos - Manila

December 16, 2022

Manila – Ilocos 3 FBSE Trainer participants based in Ilocos Norte/Sur

C. MEALS

- Provision of packed Breakfast for the following activities:

Date Time No. of Pax Purpose

December 13, 2022 Breakfast

60 ● Packed Breakfast for participants (while on travel from point of origin to venue ni Bagac, Bataan)

D. ACCOMMODATION with Airport Transfers (preferably near in NAIA Terminals)

Six (6) Single/Twin-sharing Rooms with breakfast

o 1 night accommodation with airport transfers

o Check-in: December 16, 2022

o Check-out: December 17, 2022

LOT 2 – TOTAL BUDGET COST: 273,907.00

VI. APPROVED BUDGET COST:

LOT 1 – P 394,802.00

LOT 2 – P 273,907.00

Inclusive of all applicable government taxes in accordance with government procedure.

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

VIII. PROJECT OFFICER/CONTACT PERSON:

MARIAN B. OBISPO

Office of Industry Manpower Development

Email: mbobispo@tourism.gov.ph / marian.obispo@gmail.com

Telno. 459-5200 local 218

Prepared by: Approved by:

MARIAN B. OBISPO ARLENE A. ALIPIO  
Project Officer OIC-Director, OIMD

**Other Information**

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 msdante@tourism.gov.ph on or before 05 DECEMBER 2022 at 10:00 am. Late and unsigned quotations shall not be accepted.

**Created by** MAITA SUMOGAD DANTE

**Date Created** 01/12/2022

The PhilGEPS team is not responsible for any typographical errors or misinformation presented in the system. PhilGEPS only displays information provided for by its clients, and any queries regarding the postings should be directed to the contact person/s of the concerned party.