



Bid Notice Abstract

Request for Quotation (RFQ)

Reference Number 9441516
Procuring Entity DEPARTMENT OF TOURISM - REGION IV-B MIMAROPA
Title Conduct of DOT MIMAROPA Personnel in the Training on Filipino Brand of Service Excellence (FBSE)
Area of Delivery Philippines

Solicitation Number:	2023-01-05	Status	Pending
Trade Agreement:	Implementing Rules and Regulations	Associated Components	1
Procurement Mode:	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	Bid Supplements	0
Classification:	Goods - General Support Services	Document Request List	0
Category:	Travel, Food, Lodging and Entertainment Services	Date Published	01/02/2023
Approved Budget for the Contract:	PHP 140,800.00	Last Updated / Time	31/01/2023 13:23 PM
Delivery Period:	2 Day/s	Closing Date / Time	06/02/2023 06:00 AM
Client Agency:			
Contact Person:	Faye Angeli Argamosa Reyes Tourism Operations Officer II 351 Sen. Gil Puyat Avenue Makati City Metro Manila Philippines 1200 63-459-5200 Ext.119 tdd.mimaropa@gmail.com		

Description

Date of Implementation: February 17-18, 2023

BACKGROUND

The Department of Tourism- MIMAROPA will conduct its 2023 Strategic Planning and Accomplishment of Reports FY 2022 in the province of Romblon from February 15-17, 2023. In connection to this, the Training Unit through its Division Chief proposed a one (1) day training on "Filipino Brand of Service Excellence (FBSE) Training" for all the Regional Office Personnel.

FBSE is one of the flagship training programs of the Department of Tourism to provide all front liners in the tourism and hospitality industry with a benchmark on how to render excellent service to our tourists, and make it our "brand".

This training aims to equip the Regional Office employees with ways of delivering customer service founded on Filipino Values. Additionally, it also designs to help them acquire and apply the techniques of interacting with clients and handling client's concerns.

The Department of Tourism aims to target a 100 % attendance on this seminar for the Tourism Frontliners, Officers and/or employees this year, the General Management Services (GMS) of the DOT-MIMAROPA extends a one (1) day live in training additional budget to support the accommodation, transport and meals of the personnel right after the scheduled Strategic Planning.

OBJECTIVES

- Empower the personnel with skills in handling clients
- To explore ways of personal and professional learning

PARTICIPANTS

The program will be participated by thirty (30) employees and officials of the DOT IVB-MIMAROPA.

Scope of Service:

The service provider should be able to provide the transportation, transfers, meals, accommodation, meeting venue and training kit with the following specifications:

A. General Requirements

- Service Provider should be a DOT-Accredited Travel & Tour Operator
- Inclusive Date: February 17-18, 2023
- Amenable to send-bill arrangement/government procedure: SOA shall be submitted five (5) working days after the completion of the activity
- Price quotation should be denominated in the Philippine Peso and inclusive of 12% VAT and all other applicable taxes and charges. Price validity shall be for a period of one hundred twenty (120) calendar days.
- Tour Operator must be based in MIMAROPA Region

B. Documentary Requirements

1. Mayor's/Business Permit
2. Proof of PhilGEPS Registration
3. Omnibus Sworn Statement
4. DOT Accreditation Certificate
5. DTI & SEC Registration

Note: All documentary requirements and proposal shall be sent via e-mail at dot4b.bacsecretariat@gmail.com/tdd.mimaropa@gmail.com

SCOPE OF WORK/DELIVERABLES:

A. Transportation (Roundtrip Caticlan to Boracay and vice versa)

- Air-conditioned tourist transport van with stored supplies of face mask, alcohol (sanitation kits) and first aid kit;
- Drivers must conform to the following itinerary:
- Van rental (10 hours) to transfer from Caticlan to Hotel and vice versa
- Inclusive of Terminal and Environmental Fees
- Boat Transfers from Caticlan to Hotel and vice versa

B. Meals

Requirements for meals shall include the following:

- Breakfast, Lunch, and Dinner good 30 pax for 1 day (February 17-18, 2023)

C. Accommodation

- Must be DOT-Accredited Accommodation Establishment
- Must provide room accommodation for the following:
 - February 17-18, 2023 2D1N (30 pax)
- Must have a stable WIFI connection
- Must have a 24-Hour Security
- Must have an In-house restaurant

D. Training Supplements

Provision of Laptop with printer for documentation, white board, other training materials that may be needed.

PAYMENT SCHEMES

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.

Contact Person:

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