



## Bid Notice Abstract

### Request for Quotation (RFQ)

**Reference Number** 9551147  
**Procuring Entity** DEPARTMENT OF TOURISM - NCR  
**Title** CONSULTANCY SERVICES COMPANY FOR FILIPINO BRAND OF SERVICE EXCELLENCE (FBSE) TRAINING

**Area of Delivery**

<b>Solicitation Number:</b>	NCR-2023-03-013	<b>Status</b>	<b>Pending</b>
<b>Trade Agreement:</b>	Implementing Rules and Regulations	<b>Associated Components</b>	1
<b>Procurement Mode:</b>	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	<b>Bid Supplements</b>	0
<b>Classification:</b>	Consulting Services	<b>Document Request List</b>	0
<b>Category:</b>	Consulting Services	<b>Date Published</b>	09/03/2023
<b>Approved Budget for the Contract:</b>	PHP 900,000.00	<b>Last Updated / Time</b>	08/03/2023 15:49 PM
<b>Delivery Period:</b>	2 Month/s	<b>Closing Date / Time</b>	13/03/2023 08:00 AM
<b>Client Agency:</b>			
<b>Contact Person:</b>	Lawrence Jacosalem Alcantara Supply Officer 351 Sen. Gil Puyat Ave. Makati City Metro Manila Philippines 63-8-4595200 Ext.212 63-8-5533530 dotncr.bac@tourism.gov.ph		

**Description**

**I. BRIEF BACKGROUND & PROJECT DESCRIPTION**

The Filipino Brand of Service Excellence (FBSE) Program is one of the flagship programs of the Department of Tourism to promote the best and the positive about Filipino hospitality. The FBSE is envisioned to enhance and uplift the quality of tourism services in the country with a benchmark on how to render excellent service to our tourists the Filipino way, and make it our "brand". Thereby, the excellence in service becomes a regional brand and a holistic national identity.

In line with this endeavor, the Department of Tourism – National Capital Region (DOT-NCR), through its Industry Manpower Development Unit and in collaboration with the Tourism Regulation Division, will conduct the "Filipino Brand of Service Excellence" training program for the tourism stakeholders and frontline personnel in the National Capital Region. Thirty-six (36) runs of FBSE training programs are set to be conducted on a face-to-face set up across the NCR within the first quarter of F.Y. 2023.

**II. OBJECTIVES**

- To continuously improve the quality of service provided by the frontline officers and raise customer satisfaction;
- To equip the participants with effective techniques to handle customer concerns through a tourists' friendly approach;
- 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;
- To help the participants understand/apply the Filipino Brand of Service Excellence;

**III. TARGET PARTICIPANTS**

Tourism Enterprises, Local Government Units, Accommodation Establishments, Tour Guides, Tour Operators, Travel Agents, Academe, Tourism Students (Graduating/4th year students) and all Tourism Stakeholders/ Partners/ Frontline Personnel/Tourism-related Enterprises within Metro Manila

**IV. COURSE OUTLINE**

Filipino Brand of Service Excellence Seminar (1 day / 8 hours)

- 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

**V. METHODOLOGY**

- Lecture / Presentations
- Group Exercises / Workshop

**VI. REQUIREMENTS FOR SUPPLIERS:**

- Must be a consultancy service provider that specializes in conducting/facilitating/organizing trainings and utilizing training modules and programs approved by DOT-OIMD.
- Must submit a list of current and previously conducted trainings or similar projects with DOT.
- Must submit a plan of approach/methodology with timeline for the execution of the overall scope of the project.
- Duly registered Philippine company with appropriate government Agency.
- Highly experienced in conducting and organizing high impact trainings that are of value to Filipinos.
- Must be registered with the Philippine Government Electronic Procurement Systems (PhilGEPS).
- Must provide a breakdown of prices and services included in the quotation complete with E-VAT and other government taxes;
- Amenable to government procedure or send-bill arrangement and preferably with Land Bank of the Philippines account.
- Must submit a curriculum vitae/professional license and company profile
- With an office in Metro Manila.

**VII. SCOPE OF WORK / DELIVERABLES:****PRE-EVENT**

1. Conceptualize, manage and facilitate the whole event with thirty-six (36) FBSE training programs
2. Design and development of training program using current training needs, information and identified knowledge/capacity gaps and DOT-OIMD standards and the DOT-NCR's objectives
3. Collaborate with the DOT-NCR team, private organizations/partners, cooperative, non-government organization, if applicable, and in conceptualizing the program design, providing academic direction, scheduling and selection of speakers/subject matter experts, assigning course topics, presentation, among others;
4. Engage directly with DOT-accredited FBSE speakers ensure all contents and presentation are aligned to the DOT-NCR directions, theme, topic and goals;
5. Draft and send out event invitation to target participants;
6. Draft and send out event invitation to FBSE trainer and/or special guests
7. Draft and prepare speeches for principals;
8. Provide manpower to facilitate DOT registration form, attendance sheet per day, pre-and post test, feedback forms and provide management/assistance during workshop activities of FBSE program
9. Must include the preparation of event's key visual, layout, and translations;
10. Create and manage pre-event social media postings, boosting and promotions;
11. Cover communication expenses for the preparation and duration of the training;
12. Be present, document and submit minutes of all meetings (virtual or actual) of the secretariat and working committees;
13. Sourcing of ten (10) non-food tokens / giveaways / prizes for participants. Present a variety of choices and package subject to DOT-NCR's approval.

**DURING EVENT**

1. Mount a full technical run and briefing for speaker and other staff assigned prior the start of the program
2. Create and manage same-day event social media posting and boosting
3. Provide meals for the speaker/moderator and DOT-NCR staffs
4. Ensure all participants are have accomplished the registration form and pre-test before start of the program. Ensure that the Attendance sheet and Feedback forms are fully accomplished by participants before releasing the certificates
5. Provide certificates/e-certificates to participants with control code from DOT-NCR and certificate of appreciation to resource speaker.
6. Prepare and conduct an ice breaker / game and knowledge check activity each training. Selected winners will be given token / prize.
7. Ensure that the Acknowledgement Receipt for certificates and/tokens are filled out and signed.
8. Facilitate at least ten (10) photo documentation with caption to be attached on the Terminal Report and one (1) "Mabuhay" video of participants and speaker at the end of the program.

**POST EVENT**

9. Must include transportation expenses or courier/delivery fees, if necessary;
10. Submit final documentation/proceedings, forms of the training program, modules/presentation, event materials aligned with the checklist provided by DOT-NCR within 10 working days after the training:
  - Invitation to Participants and Speaker
  - Program of Activities
  - Speech (if applicable)
  - Pre-Test and Post Test
  - Registration Form / List
  - Attendance Sheet
  - Acknowledgement Receipt for Certificates and Tokens
  - Client Satisfaction / Post-Feedback Form / List
  - Terminal Report (OIMD Template)

Must assist in encoding the gathered training/seminar data into the required OIMD links, if necessary

**APPROVED BUDGET FOR THE CONTRACT (ABC)**

Pesos: NINE HUNDRED THOUSAND (PhP 900,000.00)  
(inclusive of VAT/ applicable government taxes)

**DOCUMENTARY REQUIREMENTS TO BE SUBMITTED:**

1. Current Mayor's/Business Permit
2. PhilGEPS Registration Number
3. Latest Income/Business Tax Return
4. Original or Certified True Copy of Duly Notarized Omnibus Sworn Statement
5. Company Profile and Curriculum Vitae

**PROJECT OFFICER/S:**

Ms. Elaine Villanueva esvillanueva@tourism.gov.ph  
Mr. Mark Ryan Isidro - mjisidro@tourism.gov.ph  
8459-5200 local 212

**Other Information**

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) sets – 1 original copy IN A SEALED ENVELOPE to this office address:

DOT NCR BAC SECRETARIAT  
Mr. Lawrence J. Alcantara – Head, NCR BAC Secretariat  
2nd Floor, DOT Building, 351 Sen. Gil Puyat Avenue, Makati City

Note: Deadline of submission is on March 13, 2023 at 8:00 am

**Created by** Lawrence Jacosalem Alcantara

**Date Created** 08/03/2023

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