TERMS OF REFERENCE

BIDDER: EDUCATIONAL INSTITUTION OR TRAINING SERVICE PROVIDER

PROJECT: BASIC HEBREW LANGUAGE COURSE FOR THE LOCAL TOURISM INDUSTRY STAKEHOLDERS

1. MINIMUM REQUIREMENTS:
- The company must have at least one (1) year of experience in providing Hebrew language speaking training courses, either through physical/face-to-face setting or an online/cloud-based platform (including the organizing and executing available foreign language courses and managing participants and their activities);
- Must be registered with PHILGEPS;

2. BACKGROUND:
In line with the Department's continuing efforts to assist the displaced tourism workforce during the tourism industry's recovery period, the Office of Product and Market Development (OPMD), in coordination with the Office of Industry Manpower Development (OIMD), will conduct a series of online foreign language training courses designed to equip and upgrade the communication skills of the local tourism industry stakeholders in response to the opening of the Philippine borders and the resumption of international (inbound) travel of the country's growing market from Israel.

The online language training program will be conducted starting April to May 2023.

3. OBJECTIVE:
Following are the objectives of the project:
1. Conduct a capability-building program that will enable the local tourism stakeholders to learn the basics of communication/speaking in Hebrew and to further create an avenue of additional revenue-generating skillset; and
2. Generate a pool of abled foreign-language-speaking tour guides, tourism frontliners, and other stakeholders who can later be tapped to make contact and handle their Israeli counterparts.

4. SCOPE OF WORK AND DELIVERABLES
4.1. Pre-event
- Provide DOT with the organizational framework, methodologies of execution, technical specifications, and support to be used in the online language training platform, and feedback mechanism of the language training program to be undertaken;
- Must submit a list of recommended language trainers (per language), their resumé and appropriate credentials; and
- Language training syllabus: basics of Hebrew language, and common phrases used in tourism-oriented-and-related settings (to be submitted to, and approved by DOT)

4.2. Online language training program:
- Hosting of the online language training session to accommodate a maximum of 15 students in the room per training session;
- Language training session execution: Fifteen (15) sessions, two (2) hours per session for a total of 30 hours for the program;
- Learning materials: digital and downloadable language training materials; and
- Feedback mechanism: a) Post-online exam and c) student-evaluation form

4.3. Post-event:
- Provision and distribution of DOT-approved Certificates of Completion to participants (physical copies if possible); and
- Final Training Report following a prescribed format from DOT

5. SCHEDULE OF ACTIVITIES
The proposed schedule of the language training course(s) is the following:

Target dates of implementation	Number of participants	Duration of each session and number of sessions
April 11 to May 5, 2023 (preferably in the afternoon)	15 pax (maximum)	2 hours per session x 18 sessions = 36 hours
May 8 and 9, 2023 (morning) – assessment / awarding ceremony		2 hours per session x 2 sessions = 4 hours

Notes:
- *Classes should be conducted during weekdays only, not including holidays (May 1 – Labor Day)*
- *Final class time/schedule can be discussed by DOT and the service provider, but should fall between 9am to 7pm and should total 40 hours including the assessment and awarding ceremony*
- *Training schedules are subject to change based on DOT recommendation(s)*

6. QUALIFICATIONS OF THE EDUCATION INSTITUTION OR TRAINING SERVICE PROVIDER
The service provider should possess the following qualifications:

6.1. 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 (tourism stakeholders) on how to use the recommended online learning platform

6.2. Online learning platforms:
- Must have a **separate, licensed** online / cloud-based platform for the language training course that can accommodate the designated number of participants and DOT observers
- Should be able to provide access link(s) to enable DOT and its appointed program evaluators / quality assessors to observe the class proceedings

6.3. Team Composition
Must provide a team for the online language training sessions:
- One (1) Team Leader to plan, organize, direct and manage the online classes
  - Must have at least 1 year of experience in handling language educational training programs (whether online or face-to-face)
- One (1) language teacher or lecturer / facilitator per language program (preferably, with experience in handling an online learning program)
  - Must have at least 1 year of experience in handling language educational training programs (whether online or face-to-face)
- One (1) technical staff to provide and handle technical support to the lecturer and students / participants;
- One (1) administrative staff to handle the administrative and logistical requirements of the lecturer and participants (e.g., class schedules, resource materials, Certificates of Completion, etc.)

7. BUDGET:
TOTAL BUDGET: PHP 616,000.00 (to be sourced from OPMD FY 2023 Work and Financial Program – Market Development Division / Israel)

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

8. TERMS OF PAYMENT:

Send bill arrangement upon submission of complete billing and supporting documents: Bill must be addressed to the Department of Tourism.

Report (as supporting document) content:

       (1) List of participants, (online) class attendance

       (2) Screenshot of each class conducted (dated and time stamped)

       (3) Online language training course program (i.e., course syllabus, methodology, and metrics used)

       (4) Course evaluation and feedback form from students

       (5) Links to the recording of the online training course (per session), and

       (6) Key findings and recommendations (of participants regarding training course methodology)

9. CONTACT PERSON(S):

- Mr. Edmund Tecson, Jr.   Tourism Operations Officer, OPMD – MDD – Israel and Türkiye

- Ms. Charlenemie Hawil   Tourism Operations Officer, OPMD – MDD – Israel and Türkiye

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Approved by:

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Director, Office of Product and Market Development (OPMD)

Evaluation Criteria for an Educational Institution or Training Service Provider
Online Language-Speaking Training Course (Hebrew)
April 11 to May 9, 2023

Company: _____

		%	SCORE
1	**Experience of the company in handling Hebrew Language-speaking training(s)/course(s) (either face-to-face or online) (15 points)**	15%	
	Has more than 5 years of experience: 15 pts		
	Has 2 to 5 years of experience: 11 points		
	One (1) year: 8 points		
2	**Team composition (45 points)**	45%	
	Presence of the following:		
	Team leader (25 points)		
	- has over 5 years of experience handling language educational training programs (25 points)		
	- has 3 to 5 years of experience handling language educational training programs (15 points)		
	- has at least 1 year of experience handling language educational training programs (12 points)		
	Language instructor / teacher facilitator experience (20 points)		
	- has over 5 years experience of teaching Hebrew language to students or corporate professionals (face-to-face or online) (20 points)		
	- has 3 to 5 years of experience teaching Hebrew language to students or corporate professionals (face-to-face or online) (15 points)		
	- has at least 1 year of experience teaching Hebrew language to students or corporate professionals (face-to-face or online) (10 points)		
3	**Presence of online learning platform: (15 points)**	15%	
	Online Learning Platform used for learning management system (e.g. Moodle, Google Classroom, etc.) (15 points)		
	Zoom, MS Teams or other online virtual conference platforms (10 points)		
4	**Submission of proposed/sample training outlines, materials and feedback mechanisms (25 points)**	25%	
	Sample language training outline and (downloadable) learning materials (10 points)		
	Sample language training exam (10 points)		
	Sample student training evaluation / feedback form (5 points)		
	TOTAL SCORE	100%	
	Passing score: 70 points		

Evaluated by:

_____
Signature over printed name