



Bid Notice Abstract

Request for Quotation (RFQ)

Reference Number 9626875
Procuring Entity DEPARTMENT OF TOURISM - NCR
Title PROCUREMENT OF CONSULTANCY SERVICES FOR THE CONDUCT OF REGIONAL INDUSTRY TRAINING PROGRAMS IN NCR FY. 2023
Area of Delivery Metro Manila

Solicitation Number:	ncr-2023-04-019	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:	Consulting Services	Document Request List	0
Category:	Consulting Services	Date Published	04/04/2023
Approved Budget for the Contract:	PHP 892,600.00	Last Updated / Time	03/04/2023 07:29 AM
Delivery Period:	12 Day/s	Closing Date / Time	12/04/2023 08:00 AM
Client Agency:			
Contact Person:	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

Target Participants : 40 Participants / run
A. Tourism Awareness and Capability Training with FBSE for Local Tourism Officers and LGU Personnel
B. Safety and Security Seminar (PDEA TOP AID) with FBSE
C. Barrier-Free Tourism Seminar with FBSE
Organizer : Department of Tourism – National Capital Region
Implementation Date : A. Tourism Awareness and Capability Training with FBSE for Local Tourism Officers and LGU Personnel – May 8-9, 10-11, 16-17, & 29-30, 2023
B. Safety and Security Seminar (PDEA TOP AID) with FBSE – May 4-5, 2023
C. Barrier-Free Tourism Seminar with FBSE – May 18-19, 2023
(*subject to change due to the availability of speakers, venue, and to be agreed by the DOT-NCR and the supplier in coordination with the concerned LGU/stakeholders)
Duration : A. Tourism Awareness for Local Tourism Officers and LGU Personnel – 4 runs (2 days/ run; min. of 16 hrs)
B. Safety and Security Seminar (PDEA TOP AID) with FBSE – 1 run (2 days/ run; min. of 16 hrs)
C. Barrier-Free Tourism Seminar with FBSE – 1 run (2 days/ run; min. of 16 hrs)
Area : Venue within Metro Manila
Components : Face-to-face Training

I. BACKGROUND & PROJECT DESCRIPTION

The Department of Tourism – National Capital Region, through its Industry Manpower Development Unit, in line with Republic Act No. 9593 "Tourism Act of 2009" Section 17 (e), the regional offices shall conduct trainings and information campaigns. Hence, DOT – NCR will conduct the Regional Industry Training Programs, highlighting the role of every tourism stakeholders in the development of tourism in the region.
The Regional Industry Training Programs will tap both public and private stakeholders in developing and sustaining a strong tourism workforce capable of supplying accurate information and providing services of globally-competitive standards to visitors traveling in the country, ensuring the security and protection of the tourists, and bring equal opportunities for every Filipino.
These programs also aim to enhance one's quality of service through incorporating the Filipino Brand of Service Excellence in every seminar. With this, DOT-NCR envisions to

instill in every tourism frontline personnel to have an in-depth understanding of service excellence with a touch of

Filipino culture and values thus, creating a holistic national identity and become a world-class service quality provider.

II. OBJECTIVES

A. Tourism Awareness and Capability Training with FBSE for Local Tourism Officers and LGU Personnel

- To promote tourism awareness among tourism officers in the country and equip them with knowledge relating to tourism planning, promotions, standards, and regulation, etc.

B. Safety and Security Seminar (PDEA TOP-AID) with FBSE

- To end the proliferation of dangerous drugs in areas with high-tourism traffic
- Promote the government's anti-drug initiatives and programs
- Intensify the agency's mandate against the drug menace
- Conduct Drug-Free Workplace lecture for Tourism-related Establishments

C. Barrier-Free Tourism Seminar with FBSE

- Orient tourism frontliners on how to assist PWD travelers in an easy to follow, practical and appropriate ways
- Enhance the mobility of PWDs to make their travel smooth, safe, and trouble-free
- Professionalize overall frontline services to tourists

D. Filipino Brand of Service Excellence

- To demonstrate an understanding of the importance of excellent customer service skills;
- To describe the communication process, barriers to communication and listening skills as effective communication tools
- To provide effective techniques to handle customer concerns

Gender Development Objectives:

- Promote equal opportunities for men and women to receive training and be employed in the tourism industry;
- Targeting some women participants

III. TARGET PARTICIPANTS

A. Tourism Awareness and Capability Training with FBSE for Local Tourism Officers and LGU Personnel

LGU - Manila/Pasay/Navotas/Pateros Local Tourism Officers and LGU Personnel

B. Safety and Security Seminar (PDEA TOP-AID) with FBSE

NCR- Mabuhay Accommodation Establishments;

C. Barrier-Free Tourism Seminar with FBSE

Tour Guides, Tour Operators, and Travel Agencies in NCR

IV. COURSE OUTLINE

A. Tourism Awareness and Capability Training with FBSE for Local Tourism Officers and LGU personnel

Module I – Tourism Overview

- Global Tourism & Philippine Tourism
- Structure of Tourism Industry
- Current Issues Affecting Tourism
- RA9593 or the Tourism Act of 2009
- Child Wise Tourism

Module II – Tourism Planning

- Planning & Product Development
- Tourism Statistics

Module III – Tourism Promotions

- Tourism Marketing
- Tourist Behavior pattern
- Festival Planning & Handling

Module IV- Tourism Standards and Regulation

- Tourism Standards
- DOT Accreditation System
- Tourist Safety & Security

Module V – Philippine Tourism Human Capital Development

- Training Modules

B. Safety and Security Seminar (PDEA TOP-AID) with FBSE

- Module I – PDEA TOP-AID Program
- Module II – PDEA Organization Structure
- Module III – Drug-Free Workplace
- Module IV – Community Interaction (Open Forum)

C. Barrier-Free Tourism Seminar with FBSE

Module I - UNCRPD General Obligations Article 4.3 and;

Laws on the Rights of the Persons with Disabilities (PWDs)

Module II - Disability Perspective

Module III- Practical and Appropriate ways of Handling Persons with Disabilities (PWDs)

- Orthopedically Handicapped
- Visual Impairment
- Hearing Impairment
- Persons With Autism

D. Filipino Brand of Service Excellence

Module I – Service Excellence and the 7Ms Filipino Values

Module II – Understanding and Engaging the Customer Using the G.U.E.S.T. Technique

Module III – The H.E.A.R.T. of Service Recovery

V. METHODOLOGY

To ensure the effectiveness of the program, the following methodology will be utilized:

A. Tourism Awareness and Capability Training with FBSE for Local Tourism Officers and LGU personnel

- Lecture discussions/ presentations
- Group dynamics/workshop

B. Safety and Security Seminar (PDEA TOP-AID)

- Lecture discussion / presentations
- Community Interaction/s

C. Barrier-Free Tourism Seminar and FBSE

- Lectures/discussions
- Group activities
- Case exercises

D. Filipino Brand of Service Excellence

- Lecture-discussion
- Dialogues
- Audio-visual
- Demonstration

VI. REQUIREMENTS FOR SUPPLIERS

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

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

1. Conceptualize, manage and facilitate the whole event with six (6) runs of the Regional Training Programs F.Y. 2023
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. Provide a hotel venue with supplied meals (AM&PM snacks, Lunch) within the locality of the target participants for four (4) runs of Tourism Awareness and Capability Building for LGUs and a hotel venue with supplied meals (AM&PM snacks, Lunch) within the cities of Makati / Manila for the conduct of Safety and Security and Barrier Free Tourism Seminar with FBSE.
5. Engage directly with DOT-accredited speakers specific for the training program, ensure all contents and presentation are aligned to the DOT-NCR directions, theme, topic and goals;
6. Draft and send out event invitation to target participants;
7. Draft and send out event invitation to DOT-accredited trainer and/or special guests
8. Draft and prepare speeches for principals;
9. 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 the training programs
10. Must include the preparation of event's key visual, layout, and translations;
11. Create and manage pre-event social media postings, boosting and promotions;
12. Cover communication expenses for the preparation and duration of the training;
13. Be present, document and submit minutes of all meetings (virtual or actual) of the secretariat and working committees;
14. 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 staff
4. Ensure all participants 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

1. Must include transportation expenses or courier/delivery fees, if necessary;
2. 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)
3. Must assist in encoding the gathered training/seminar data into the required OIMD links, if necessary

VIII. LEGAL / TECHNICAL REQUIREMENTS

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

IX. APPROVED BUDGET FOR THE CONTRACT (ABC)

Approved Budget: Php 892,600.00

Pesos : Eight Hundred Ninety Two Thousand Six Hundred Only

* inclusive of all applicable taxes, EVAT/VAT/government taxes/service charge/ and other applicable taxes and charges

X. CONTACT PERSON:

Bidders: DOT-NCR BAC dotncr.bac@tourism.gov.ph

Copy furnish: BAC Secretariat

Mr. Lawrence Alcantara - ljalcantara@tourism.gov.ph

Ms. Erlita Val R. Gumpal - ergumpal@tourism.gov.ph

Inquiries: Ms. Elaine Villanueva - esvillanueva@tourism.gov.ph

Mr. Mark Ryan Isidro - mjisidro@tourism.gov.ph

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) original sets 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 April 12, 2023 at 08:00am

Created by Lawrence Jacosalem Alcantara

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