



Bid Notice Abstract

Request for Quotation (RFQ)

Reference Number 9787987
Procuring Entity DEPARTMENT OF TOURISM
Title 2nd Posting Procurement of Services of DOT Accredited Tour Operator for the Conduct of FBSE Train-The Trainers Course in Ilocos Region on July 10-15, 2023

Area of Delivery

| | | | |
|--|--|------------------------------|---------------------|
| Solicitation Number: | NP-SVP 2023-05-312 (2nd Posting) | Status | Active |
| Trade Agreement: | Implementing Rules and Regulations | Associated Components | 2 |
| 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 | 26/05/2023 |
| Approved Budget for the Contract: | PHP 779,464.75 | Last Updated / Time | 26/05/2023 00:00 AM |
| Delivery Period: | 6 Day/s | Closing Date / Time | 30/05/2023 10:00 AM |
| Client Agency: | | | |
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Description

TERMS OF REFERENCE

I. PROJECT TITLE:

FILIPINO BRAND OF SERVICE EXCELLENCE TRAIN-THE-TRAINERS COURSE FOR IN-HOUSE TRAINERS – TOURISM ENTERPRISE LEVEL IN ILOCOS REGION

II. BACKGROUND/PROJECT DESCRIPTION

The Filipino Brand of Service Excellence (FBSE) is one of the main advocacy programs of the Department of Tourism which aims to promote the best and positive about Filipino hospitality. It is envisioned to enhance and uplift the quality of tourism services in the country, making excellence in service become a holistic national identity, 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 train more tourism professionals especially supervisors or middle managers in tourism enterprises to cascade the training at the enterprise level.

Thus, the Office of Industry Manpower Development (OIMD) shall conduct the FBSE Train-the-Trainers Course for In-

house Trainers for tourism enterprises in line with the 100K FBSE trained individuals as instructed by the Secretary for the year 2023.

- Target Participants : Maximum of 39 pax comprising of Managers/ Supervisors of Accommodation Establishments
- Date/Period Covered: July 10-15, 2023 (subject for final confirmation)
- Location/Venue : San Fernando City, La Union

III. PURPOSE/OBJECTIVES

The OIMD is in need of the services of a service provider in the Philippines engaged in the business of providing training/seminar packages, handling or coordinating transportation, accommodation, and events arrangements for such.

The training program aims to:

1. Develop pool of in-house trainers to conduct the FBSE Basic Trainings in DOT-accredited tourism enterprises.
2. Cascade the FBSE Trainings to the DOT-accredited tourism enterprises and tourism frontliners/workforce.
3. Boost participants' competencies in facilitating the FBSE trainings to their respective establishment's frontliners/personnel.

IV. MINIMUM REQUIREMENT

- Must be a Service Provider engaged in transportation, accommodation, and events management arrangements;
- Must be a DOT-accredited service provider;
- Must be willing to provide service on a send-bill arrangement; and
- Must be flexible to make adjustments in schedules and timelines, if necessary.

V. SCOPE OF WORK, COVERAGE, AND DELIVERABLES

The following are the services required by the DOT:

1. TRANSPORTATION

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

Flight Itinerary

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

July 10, 2023

Puerto Princesa - Manila

preferably AM flight between 5:00AM to 8:00AM 1 FBSE Master Trainer

July 15, 2023

Manila - Puerto Princesa

preferably PM flight between 6:00PM to 9:00PM 1 FBSE Master Trainer

B. Van Hire (inclusive of driver, gasoline, applicable parking fees)

Date Time Purpose

July 10, 2023 Whole day • Airport/Land transfers from Metro Manila to hotel in San Fernando City, La Union for 7pax with space for luggage and training materials

July 15, 2023 Whole day • Land/Airport transfers from San Fernando City, La Union to Metro Manila for 7pax with space for luggage and training materials

o Provision of transportation to training venue and off-session lunch/dinner venues, if necessary.

2. ACCOMMODATION IN A DOT-ACCREDITED HOTEL/RESORT

2.1 For Resource Speakers and DOT Personnel - 6 days/5 nights

- Check-in: July 10, 2023
- Check-out: July 15, 2023
- Three (3) Single Rooms for FBSE Master Trainers
- Three (3) Twin-sharing Rooms for DOT personnel (OIMD and regional training officers)

2.2 For Training Participants - 5 days / 4 nights

- Check-in: July 11, 2023
- Check-out: July 15, 2023
- Fifteen (15) Twin-sharing Rooms for the 30 participants
- Room accommodation must be inclusive of breakfast
- Room accommodation should be open for cancellation of room booking once not occupied by the participants without cost, provided notice is given within 2 days before check in date;
- Complimentary Wi-Fi; and
- Inclusion of free access to all facilities and amenities within the hotel/resort.

3. MEALS (IN-SESSION AND OFF-SESSION)

- Provision of meals for the following activities:

Date Time No. of Pax Purpose

July 10, 2023 Lunch

7 • Lunch during transit or upon arrival of DOT-Personnel and Resource Persons preferably in the hotel/resort before

check-in

- Inclusive of drinks

Dinner

- 9 • Dinner preferably in a local restaurant

- Inclusive of drinks

July 11, 2023 AM Snacks PM Snacks

Lunch

- 39 • AM and PM Snacks, Buffet Lunch during the conduct of training

- Inclusive of drinks for all meals

- To be served in the function room/training venue

Dinner

- 9 • Dinner for resource speakers and DOT personnel, preferably in a local restaurant

- Inclusive of drinks

July 12, 2023 AM Snacks PM Snacks

Lunch

- 39 • AM and PM Snacks, Plated/Buffer Lunch during the conduct of training

- Inclusive of drinks for all meals

- To be served in the function room/breakout rooms

Dinner

9

- Dinner for resource speakers and DOT personnel, preferably in a local restaurant

- Inclusive of drinks

July 13, 2023 AM Snacks PM Snacks

Lunch

- 39 • AM and PM Snacks, Plated/Buffer Lunch during the conduct of training

- Inclusive of drinks for all meals

- To be served in the function room/breakout rooms

Dinner

- 9 • Dinner for resource speakers and DOT personnel, preferably in a local restaurant

- Inclusive of drinks

July 14, 2023 AM Snacks PM Snacks

Lunch

- 39 • AM and PM Snacks, Plated/Buffer Lunch during the conduct of training

- Inclusive of drinks for all meals

- To be served in the function room/breakout rooms

Dinner

- 9 • Closing dinner for organizers, resource speakers preferably local restaurant

- Inclusive of drinks

July 15, 2023 Lunch

- 7 • Lunch with drinks after hotel check-out

of DOT and resource speakers

4. FUNCTION ROOMS/TRAINING VENUE

Provision of training venue based on the following requirements;

Date Time Venue Capacity Venue Requirements

July 11-July 14, 2023 8:00AM – 6:00PM 40 pax Function Room 1

-U-shape physical setup

July 13, 2023 8:00AM – 6:00PM 20 pax

Function Room 2

-U-shape physical setup

July 14, 2023 8:00AM – 12:00NN 20 pax Function Room 2

-U-shape physical setup

- Must be within the same venue of the accommodation establishment;
- If possible, no visible posts at the middle of the room to block the view of the participants to the stage/presentation area;
- Seating arrangement with physical distancing, if possible;
- Provision of 1 separate table for speakers/panelists and 1 table for the secretariat
- Provision of pads and pencils for the participants;
- Free-flowing coffee, tea, water, and candies/mints;
- Fast and stable wifi internet service that can accommodate 40 users; and
- Provision of the following audio-visual equipment and technical assistance in the required function rooms:
 - o Basic sound system;
 - o LCD projector and screen;
 - o Whiteboard with whiteboard markers or flip charts with permanent markers
 - o Outlets/extension cords that can accommodate 40 laptops;
 - o Minimum of 3 wired or wireless microphones;
 - o Free flowing coffee, tea and water stations;
 - o Pads, pencils, candies and mints;
 - o Standby banquet staff and technical personnel; and

o Provision of separate 1 table resource speakers/panelist and 1 table for secretariat.

5. OTHER DELIVERABLES/INCLUSIONS

5.1 Provision of dedicated project coordinator from the tour operator

VI. APPROVED BUDGET COST:

Seven Hundred Seventy-Nine Thousand Four Hundred Sixty-Four Pesos and Seventy-Five Centavos (P779,464.75) inclusive of all applicable government taxes in accordance with government procedure.

VII. PROJECT OFFICERS/CONTACT PERSONS:

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Prepared by: Approved by:

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Project Officer, MTD-OIMD OIC Director

Other Information

NOTE: The winning bid shall be determined based on the proposal with the most advantageous financial package cost, provided that the amount of the bid does not exceed the above total budget.

REQUIRED VALID DOCUMENTS TO BE SUBMITTED:

- 1.Current Mayor's/business Permit/BIR cert. of Registration (Individual)
- 2.PhilGEPS' Registration Number or Cert. of Platinum membership in lieu of Mayor's permit and PhilGEPS' registration number.
- 3.Latest annual Income Tax Return (for ABC's above PhP500K)
- 4.Duly notarized Omnibus Sworn Statement.
- 5.Must be DOT-accredited tour operator.

Created by TERESITA A. ROMANES

Date Created 25/05/2023

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