



## Bid Notice Abstract

### Request for Quotation (RFQ)

**Reference Number** 9816890  
**Procuring Entity** DEPARTMENT OF TOURISM  
**Title** FILIPINO BRAND OF SERVICE EXCELLENCE TRAIN-THE-TRAINERS COURSE FOR IN-HOUSE TRAINERS – TOURISM ENTERPRISE LEVEL IN BICOL REGION

**Area of Delivery**

<b>Solicitation Number:</b>	RFQ-NP-SVP 2023-06-0364	<b>Status</b>	<b>Pending</b>
<b>Trade Agreement:</b>	Implementing Rules and Regulations	<b>Associated Components</b>	2
<b>Procurement Mode:</b>	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	<b>Bid Supplements</b>	0
<b>Classification:</b>	Goods	<b>Document Request List</b>	0
<b>Category:</b>	Travel, Food, Lodging and Entertainment Services	<b>Date Published</b>	03/06/2023
<b>Approved Budget for the Contract:</b>	PHP 601,166.60	<b>Last Updated / Time</b>	02/06/2023 16:25 PM
<b>Delivery Period:</b>		<b>Closing Date / Time</b>	06/06/2023 14:00 PM
<b>Client Agency:</b>			
<b>Contact Person:</b>	MAITA SUMOGAD DANTE AA III 351 Sen. Gil Puyat Avenue Makati City Metro Manila Philippines 1200 63-02-4595200 Ext.425 63-02-4595200 msdante@tourism.gov.ph		

**Description**

TERMS OF REFERENCE

I. PROJECT TITLE:

FILIPINO BRAND OF SERVICE EXCELLENCE TRAIN-THE-TRAINERS COURSE FOR IN-HOUSE TRAINERS – TOURISM ENTERPRISE LEVEL IN BICOL 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 40 pax comprising of Managers/ Supervisors of Accommodation Establishments
- Date/Period Covered: June 19 - 24, 2023 (subject to final confirmation)
- Location/Venue : Legazpi City, Albay, Bicol

### 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 a 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 and must be re-bookable:

Flight Itinerary

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

June 19, 2023

Manila – Legazpi

preferably AM flight between 09:00 AM to 12:00PM 7 DOT Project Officers, Technical Team, and FBSE Master Trainers

June 24, 2023

Legazpi – Manila

preferably PM flight between 1::00PM to 3:00PM 7 DOT Project Officers, Technical Team, and FBSE Master Trainers

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

Date Time Purpose

June 19, 2023 Whole day • Land transfers to hotel and FBSE monitoring of FBSE participating establishments for 9 pax with space for luggage and materials

June 24, 2023 Whole day • Land transfers from hotel and FBSE monitoring of FBSE participating establishments for 9 pax with space for luggage and materials

o Provision of transportation to training venues 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: June 19, 2023
- Check-out: June 24, 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: June 20, 2023
- Check-out: June 24, 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

June 19, 2023 Lunch

7 • Lunch upon arrival from the airport of DOT-Personnel and Resource Persons preferably in the hotel/resort before check-in

- Inclusive of drinks

Dinner

7 • Dinner preferably in a local restaurant

- Inclusive of drinks

June 20-23, 2023 AM Snacks PM Snacks

Lunch

Dinner

37 • AM and PM Snacks, Buffet Lunch and Dinner

- Inclusive of drinks for all meals

- To be served in the function room/training venue

June 24, 2023 Lunch

7 • Lunch with drinks after hotel check-out of DOT and resource speakers

- Preferably in a local restaurant near the airport

#### 4. FUNCTION ROOMS/TRAINING VENUE

Provision of training venue based on the following requirements;

Date Time Venue Capacity Venue Requirements

June 20-23, 2023 8:00AM – 6:00PM 40 pax Function Room 1

-classroom set-up

June 21-22, 2023 8:00AM – 6:00PM 20 pax

Function Room 2

-U-shape physical setup

June 23, 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 stations, 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; and
  - o Standby banquet staff and technical personnel;

#### 5. OTHER DELIVERABLES/INCLUSIONS

5.1 Provision of dedicated project coordinator from the service provider

#### VI. APPROVED BUDGET COST:

Six Hundred One Thousand One Hundred Sixty-Six Pesos and Sixty-Six Centavos (Php601,166.60) inclusive of all applicable government taxes in accordance with government procedure.

#### VII. PROJECT OFFICER/CONTACT PERSON:

ELENITA M. PAREJA

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#### **Other Information**

In addition to the Proposal/Quotation, kindly submit the following Eligibility Requirements:

1. Mayor's/Business Permit issued by the city or municipality where the principal place of business of the prospective

bidder is located, or the equivalent document for Exclusive Economic Zone Area,

In cases of recently expired Mayor's/Business permits, it shall be accepted together with the official receipt as proof that the bidder has applied for renewal within period prescribed by the local government unit.

2. PhilGEPS Registration Number
3. Latest Income/Business Tax Return (For ABC above PhP500, 000.00)
4. Original or Certified True Copy of Duly Notarized Omnibus Sworn Statement
5. DOT Accreditation Certificate

Note: Kindly submit your quotations together with your eligibility requirements to [msdante@tourism.gov.ph](mailto:msdante@tourism.gov.ph) on or before 06 June 2023 at 10:00 am. Late and unsigned quotations shall not be accepted.

**Created by** MAITA SUMOGAD DANTE

**Date Created** 02/06/2023

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