



Bid Notice Abstract

Request for Quotation (RFQ)

Reference Number 9842187

Procuring Entity DEPARTMENT OF TOURISM

Title Procurement of Services Of DOT-accredited Tour Operator for the Conduct of FBSE Train-The Trainers Course-Enterprise Level in Iloilo City

Area of Delivery

Solicitation Number:	RFQ NP-SVP 2023-06-392	Status	Active
Trade Agreement:	Implementing Rules and Regulations		
Procurement Mode:	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	Associated Components	2
Classification:	Goods - General Support Services	Bid Supplements	0
Category:	Travel, Food, Lodging and Entertainment Services		
Approved Budget for the Contract:	PHP 669,318.51	Document Request List	0
Delivery Period:	6 Day/s		
Client Agency:		Date Published	13/06/2023
Contact Person:	TERESITA A. ROMANES Admin. Assistant V #351 Sen. Gil Puyat Avenue Makati Makati City Metro Manila Philippines 1200 63-2-4595200 Ext.425 taromanes@tourism.gov.ph	Last Updated / Time	13/06/2023 00:00 AM
		Closing Date / Time	16/06/2023 10:00 AM

Description

TECHNICAL SPECIFICATIONS

I. PROJECT TITLE:

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

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 30 pax comprising of Managers/ Supervisors of Accommodation Establishments
- Date/Period Covered: July 24-29, 2023 (subject for final confirmation)
- Location/Venue : Iloilo City

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 24, 2023

Manila – Iloilo City

preferably AM flight between 8:00AM to 1:00PM 6 OIMD Project Officer, Technical Team, and FBSE Master Trainers

July 29, 2023

Iloilo City – Manila

preferably PM flight between 12:00NN to 3:00PM

July 24, 2023

Davao – Iloilo City

preferably AM flight between 8:00AM to 1:00PM 1 Resource Speaker based in Davao

July 29, 2023

Iloilo City – Davao

preferably PM flight between 12:00NN to 3:00PM

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

Date Time Purpose

July 24, 2023 Whole day • Airport/Land transfers to hotel and FBSE monitoring of FBSE participating establishments with space for luggage and training materials

Any day between

July 25-28, 2023 Whole day • FBSE monitoring of FBSE participating establishments.

July 29, 2023 Whole day • Airport/Land transfers to airport and FBSE monitoring of FBSE participating establishments 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 24, 2023
- Check-out: July 29, 2023
- Two (3) Single Rooms for FBSE Master Trainers
- Three (3) Twin-sharing Rooms for DOT personnel (OIMD and regional training officers)

2.2 Training Participants - 5 days / 4 nights

- Check-in: July 25, 2023

- Check-out: July 29, 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 24, 2023 Lunch

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

- Inclusive of drinks

Dinner

8 • Dinner preferably in a local restaurant

- Inclusive of drinks

July 25, 2023 AM Snacks PM Snacks
 Lunch

38 • 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/training venue

Dinner

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

- Inclusive of drinks

July 26, 2023 AM Snacks PM Snacks
 Lunch

38 • 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

8

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

- Inclusive of drinks

July 27, 2023 AM Snacks PM Snacks
 Lunch

38 • 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

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

- Inclusive of drinks

July 28, 2023 AM Snacks PM Snacks
 Lunch

38 • 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

8 • Closing dinner for organizers, resource speakers preferably local restaurant

- Inclusive of drinks

July 29, 2023 Lunch

8 • 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
July 25-28, 2023 8:00AM – 6:00PM 40 pax Function Room 1
(to be use for Plenary and breakout room for group 1)
-U-shape physical setup
July 27-28, 2023 8:00AM – 6:00PM 20 pax
Function Room 2
(breakout room for group 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; and
 - o Standby banquet staff and technical personnel;

5. OTHER DELIVERABLES/INCLUSIONS

5.1 Provision of dedicated project coordinator from the tour operator

VI. APPROVED BUDGET COST:

Six Hundred Sixty Nine Thousand Three Hundred Eighteen Pesos and Fifty-One Centavos (₱669,318.51) inclusive of all applicable government taxes in accordance with government procedure.

VII. PROJECT OFFICERS/CONTACT PERSONS:

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OIC Director
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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 12/06/2023

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