



## Bid Notice Abstract

### Request for Quotation (RFQ)

**Reference Number** 9962661  
**Procuring Entity** DEPARTMENT OF TOURISM  
**Title** CONSULTANCY SERVICES TO CONDUCT LEARNING NEEDS ASSESSMENT (LNA) TO DETERMINE TOURISM HUMAN CAPACITY BUILDING PROGRAMS AND INTERVENTIONS

#### Area of Delivery

<b>Solicitation Number:</b>	RFQ NP-SVP 2023-07-475	<b>Status</b>	<b>Active</b>
<b>Trade Agreement:</b>	Implementing Rules and Regulations	<b>Associated Components</b>	3
<b>Procurement Mode:</b>	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	<b>Bid Supplements</b>	0
<b>Classification:</b>	Consulting Services	<b>Document Request List</b>	2
<b>Category:</b>	Consulting Services	<b>Date Published</b>	21/07/2023
<b>Approved Budget for the Contract:</b>	PHP 800,000.00	<b>Last Updated / Time</b>	21/07/2023 00:00 AM
<b>Delivery Period:</b>		<b>Closing Date / Time</b>	24/07/2023 09:00 AM
<b>Client Agency:</b>			
<b>Contact Person:</b>	Norjannah P Lucman Admin. Officer III 351 Sen. Gil Puyat Avenue Makati City Metro Manila Philippines 1200 63-02-4595200 Ext.425  nplucman@tourism.gov.ph		

#### Description

##### TERMS OF REFERENCE (TOR)

FOR CONSULTANCY SERVICES TO CONDUCT LEARNING NEEDS ASSESSMENT (LNA) TO DETERMINE TOURISM HUMAN CAPACITY BUILDING PROGRAMS AND INTERVENTIONS

##### I. Background and Project Description

RA 9593 mandates the Office of Industry Manpower Development to implement a 5-year tourism human resource development plan to detail strategic actions needed to upgrade the capacity of human capital and to meet the projected needs of the sector in the succeeding years.

The updated Philippine Tourism Human Capacity Development (PTHCD) Plan 2021-2025 identifies key strategic actions which includes the facilitation of education and training and comprises the development and enhancement of new courses relevant to industry needs.

The National Tourism Development Plan (NTDP) endeavors to establish a Philippine tourism industry anchored on Filipino culture, heritage, and identity, that is sustainable, resilient, and competitive to transform the Philippines into a tourism powerhouse in Asia.

Given the above considerations, the OIMD shall conduct a Learning Needs Assessment (LNA) which is a critical process in the identification of Training Programs that will support the goals of the NTDP and PTHCD. The LNA process will involve the identification of gaps, needs and gender issues occurring in the tourism industry which should lead to

the identification of relevant training programs to be undertaken.

OIMD's target clients are the workforce in the tourism value chain which include but not limited to:

1. Distribution - Tour Operators/Travel Agents
2. Promoters represented by media persons or bloggers who write about tourism products
3. Transportation - land and water transportation drivers or operators
4. Accommodation - hotels, resorts, tourist inns, homestays, Mabuhay accommodations
5. Attractions/Activities
6. Restaurants/Food chain - food providers, vendors
7. Tour Guides
8. Destination Operators - covered by the DOT Priority Product Portfolios
9. Community Based Tourism Organizations
10. LGUs and Other Frontliners

Working with the DOT Regional Offices, the final product of the LNA is a Training Work Program per Region which is adapted to the situation of the tourism workforce in the Top10 Ready and Top 5 Emerging Destinations/Sites in all the regions nationwide.

## II. Objectives

1. To determine the appropriate capacity development interventions to be provided by the Department of Tourism Office of Industry Manpower Development.
2. To conduct situational analysis on the 2021 LNA results vis-à-vis actual trainings conducted in 2021, 2022 and 2023.
3. To administer/conduct validation workshops/focus group discussions in the regions on the Training Needs Analysis among key tourism stakeholders in the identified priority destinations;
4. To validate the identified Top 10 Ready and Top 5 Emerging Destinations in all regions of the country;
5. To identify key technical and functional capacity gaps and training needs of workforce/stakeholders and LGUs in the tourism value chain through the use of needs assessment tool; and based on the assessment, develop a data capture/tabulation form in order to analyze the survey results based on the tabulated data;
6. To develop a workshop design in gathering the learning needs of the workforce/stakeholders and LGUs in the tourism value chain;
7. To prepare a 2-year Training Work Program for each region based on the documented results of the LNA that should be aligned with the NTDP and PTHCD 2021-2025 Strategic Action Plans.

## III. Requirements

- The DOT is in need of a Consultancy Firm/Company to provide professional and technical consultancy services in order to ensure the assessment of the situations and the learning needs of the target participants in the tourism industry will lead to appropriate training activities and other interventions by DOT.
- At least one (1) Project Lead/Consultant with the following required professional skills and experience:
  - Must have at least 5 years of prior work experience in the field of training and/or tourism industry;
  - Must demonstrate knowledge and experience in conducting need assessments and skills in facilitating stakeholder/working group consultations;
  - Must have experience in conducting surveys in tourism training; and
  - Must be flexible to adjust to DOT-OIMD's schedule of activities.
- At least two (2) Support Staff to assist in the following:
  - Assist in the LNA activities and preparation of the necessary reports;
  - Facilitate registration and documentation of the activities
  - Will act as workshop/technical support staff; and collate surveys and feedback forms from the FGD participants.

## IV. Scope of Work and Deliverables

1. Collect and evaluate the current training needs information including situational analysis of previous 2021 LNA vis-à-vis actual training conducted and identify the gaps in coordination with the DOT-OIMD.
2. Develop a survey questionnaire that will capture training needs of the tourism workforce in the tourism value chain including gender issues occurring in the tourism industry.
3. Prepare data capture/tabulation form, encode and process/analyze the Survey Results based on the tabulated data.
4. Develop consultation/validation workshop design in gathering the training needs including gender issues of the workforce/stakeholders and LGUs in the tourism value chain.
5. Facilitate and moderate the conduct of Focus Group Discussions/Consultation Workshops in 16 Regions.
6. Document the FGD consultations (e.g., screenshots and recordings of the proceedings as applicable).
7. Collate, review, and evaluate the technical inputs, comments, and feedback made by the stakeholders for submission to the OIMD.
8. Prepare report of the Learning Needs Assessment including a 2-year Training Work Program using the DOT prescribe format and present results to the DOT.
9. Facilitate and moderate the conduct of Workshop, and mentoring sessions on the Preparation of Training Calendars for 2024 and 2025 for 16 regions.

Note: Number of participants and schedule of FGDs shall be in coordination with DOT OIMD and Regional Offices

**OTHER DELIVERABLES**

- Bidder must submit proposed activities and timeline.
- Selected company shall render deliverables (LNA Work Program) within the approved activities and timeline.
- The Consultant shall coordinate with the counterpart DOT support team in the editing and revision of the content, format of the workshop design/tabulation form and other reportorial requirements.
- Ensure the conduct of briefing prior to the conduct consultation/validation workshops in 16 Regions, and coaching/mentoring sessions for the counterpart DOT support team.
- Provide licensed online platform in the conduct of activities as necessary.
- Administer registration and feedback/post-evaluation of GD workshops in consultation with the end-user.

The Bidder must submit the following documentary requirements:

1. Company Profile
2. Curriculum Vitae of Lead Consultants and Team Members/Support Staff who will handle the project
3. List of relevant projects, both in public and private sector

**V. Project Duration**

Five (5) months from the issuance of Notice to Proceed.

**VI. Approved Budget Cost**

The Consultant shall be paid the amount of Eight Hundred Thousand Pesos (Php 800,000.00) inclusive of all applicable government taxes in accordance with government procedure and based on the following tranches:

**Payment Reference Amount**

Conduct of LNA situational analysis and submission of Gap Report

- Submission and approval of survey questionnaire
- Submission of Survey Analysis Report 25 %
- Facilitation and conduct of FGDs in 16 regions
- Uploading of materials in the drive (Documentation, Presentations, etc.) 25 %
- Submission of LNA National and Regional Report and 2-year Training Work Program
- Submission of documentations, registration and attendee reports
- Facilitation and conduct of Workshop/ Mentoring sessions on the Preparation of Training Calendars for 2024 and 2025
- Submission of Terminal Report 50 %

**Note:**

If the man-days will exceed, no additional cost shall be charged to the DOT, as long as the activities are within the scope and deliverables set forth between the DOT and the winning bidder.

Service provider shall submit Terminal Report and/or other requirements requested by the end-user (if applicable), prior to the processing of payment. All Reports shall be submitted in soft copy and three (3) sets of hard copy.

**VII. Project Officer/Contact Person**

CASSANDRA S. CAMONGGOL

Manpower Planning and Monitoring Division

Office of Industry Manpower Development

Email: cscamonggol@tourism.gov.ph

**Other Information**

Other Information:

**Eligibility Requirements:**

1. Registration Certificate from Security and Exchange Commission (SEC), Department of Trade and Industry (DTI) for sole proprietorship, or CDA for cooperatives.
2. 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. For individual consultants not registered under a sole proprietorship, a BIR Certificate of Registration shall be submitted, in lieu of DTI registration and Mayor's/Business permit.
3. PhilGEPS Registration Number
4. Latest Income/Business Tax Return (For ABC above PHP500, 000.00)
5. Professional License/Curriculum Vitae
6. List of key personnel to be assigned to the contract to be bid, with their complete qualification and experience data.
7. Statement of the prospective bidder of all its ongoing and completed government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the relevant period as provided in the Terms of Reference. (See attached Annexes TD 1 & 2)
8. Original or Certified True Copy of Duly Notarized Omnibus Sworn Statement

Note: Kind submit your proposals together with your eligibility requirements thru email and sent it to nplucman@tourism.gov.ph on or before 24 Julu 2023 at 9:00AM. Late and unsigned proposals shall not be accepted.

**Created by** Norjannah P Lucman

**Date Created** 20/07/2023

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