



Bid Notice Abstract

Request for Quotation (RFQ)

Reference Number 10012692
Procuring Entity DEPARTMENT OF TOURISM
Title Procurement of Services of DOT-accredited Tour Operator for the Conduct of FBSE Train-the-Trainers Course for In-house Trainers Ent. Level in Bohol-Sept. 18-23, 2023

Area of Delivery

Solicitation Number:	RFQ NP-SVP 2023-08-516	Status	Pending
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 492,048.00	Document Request List	0
Delivery Period:	6 Day/s		
Client Agency:		Date Published	05/08/2023
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	04/08/2023 15:34 PM
		Closing Date / Time	08/08/2023 14:00 PM

Description

TERMS OF REFERENCE

I. PROJECT TITLE:

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

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 and DOT secretariat
- Date/Period Covered: September 18-23, 2023 (subject to final confirmation)
- Location/Venue : Panglao, Bohol

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 - Php136,521.00

A. Domestic airline tickets inclusive of baggage allowances:

Flight Itinerary

*Flight Details are subject to change Number of Pax Intended Passengers
September 18, 2023
Manila – Tagbilaran
preferably AM flight between 09:00 AM to 12:00PM

*inclusive of 30 kilos baggage allowance 4 DOT Project Officer, Technical Team, and FBSE Master Trainers
September 20, 2023
Manila – Tagbilaran
preferably AM flight between 09:00 AM to 12:00PM

*inclusive of 20 kilos baggage allowance 1 DOT-OIMD Panelist
September 21, 2023
Manila – Tagbilaran

*inclusive of 20 kilos baggage allowance 1 DOT-OIMD Official
September 23, 2023
Tagbilaran – Manila
preferably PM flight between 2:00PM to 4:00PM

*inclusive of 20 kilos baggage allowance 6 DOT-OIMD Official, Project Officers, Technical Team, and FBSE Master Trainers

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

Date Time Purpose

September 18, 2023 Whole day • Airport/Land transfers to hotel for 4 pax with space for luggage and training materials

- FBSE monitoring of FBSE participating accommodation establishments
- September 19, 2023 Whole day • FBSE monitoring of FBSE participating accommodation establishments
- September 23, 2023 Whole day • FBSE monitoring of FBSE participating accommodation establishments
- Airport/land transfers for 6 pax with space for luggage

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

2. ACCOMMODATION IN A DOT-ACCREDITED HOTEL/RESORT - Php105,495.00

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

- Check-in: September 18, 2023
- Check-out: September 23, 2023
- Three (3) Single Rooms for FBSE Master Trainers

- Three (3) Twin-sharing Rooms for DOT personnel (OIMD and regional training officers)
- Room accommodation must be inclusive of breakfast
- Complimentary Wi-Fi; and
- Inclusion of free access to all facilities and amenities within the hotel/resort.

3. MEALS (IN-SESSION AND OFF-SESSION) - Php250,032.00

- Provision of meals for the following activities:

Date Time No. of Pax Purpose

Sept. 18, 2023 Lunch

7 • Lunch upon arrival from the airport of DOT-OIMD Project Officers, FBSE Master Trainers, and R7 Training Champions

- Inclusive of drinks

Dinner

7 • Dinner preferably in a local restaurant

- Inclusive of drinks

Sept. 19, 2023 AM Snacks PM Snacks

Lunch

39 • AM and PM Snacks, Plated/Managed Buffet Lunch

- Inclusive of drinks for all meals
- To be served in the function room/training venue

Dinner

9 • Dinner for resource speakers and DOT-OIMD Team and R7 Training Champions, preferably in a local restaurant

- Inclusive of drinks

Sept. 20, 2023 AM Snacks PM Snacks

Lunch

39 • AM and PM Snacks, Plated/Managed Buffet Lunch

- Inclusive of drinks for all meals
- To be served in the function room/breakout rooms

Dinner

9 • Dinner for resource speakers and DOT-OIMD Team and R7 Training Champions, preferably in a local restaurant

- Inclusive of drinks

Sept. 21, 2023 AM Snacks PM Snacks

Lunch

39 • AM and PM Snacks, Plated/Managed Buffet Lunch

- Inclusive of drinks for all meals
- To be served in the function room/breakout rooms

Dinner

9 • Dinner for resource speakers and DOT-OIMD Team and R7 Training Champions, preferably in a local restaurant

- Inclusive of drinks

Sept. 22, 2023 AM Snacks PM Snacks

Lunch

39 • AM and PM Snacks, Plated/Managed Buffet Lunch

- 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

Sept. 23, 2023 Lunch

9 • Lunch with drinks after hotel check-out for resource speakers, DOT-OIMD Team and R7 Training Champions

- 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

September 18, 2023 2:00PM-6:00PM 9 pax Small Meeting Room

September 19-22, 2023 8:00AM – 6:00PM 39 pax Function Room 1

-U shape Setup

September 21-22, 2023 8:00AM – 6:00PM 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;

- 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 39 users; and
- Provision of the following audio-visual equipment and technical assistance in the required function rooms:
 - Basic sound system;
 - LCD projector and screen;
 - Whiteboard with whiteboard markers or flip charts with permanent markers
 - Outlets/extension cords that can accommodate 39 laptops;
 - Minimum of 3 wired or wireless microphones; and
 - 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:

Four Hundred Ninety-Two Thousand Forty-Eight Pesos only (Php492,048.00) inclusive of all applicable government taxes in accordance with government procedure.

VII. PROJECT OFFICER/CONTACT PERSON:

MARIAN B. OBISPO/JANINA GONZALEZ
Office of Industry Manpower Development
Tel. no. 459-5200 local 218

Prepared by: Approved by:

MARIAN B. OBISPO ARLENE A. ALIPIO
Project Officer, MPMD-OIMD OIC-Director, OIMD

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 04/08/2023

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