



Bid Notice Abstract

Request for Quotation (RFQ)

Reference Number 10283699
Procuring Entity DEPARTMENT OF TOURISM - NCR
Title CONSULTANCY SERVICES FOR THE CONDUCT OF REGIONAL INDUSTRY TRAINING PROGRAMS IN NCR FY. 2023
Area of Delivery Metro Manila

Solicitation Number:	NCR--23-11-065	Status	Pending
Trade Agreement:	Implementing Rules and Regulations		
Procurement Mode:	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	Associated Components	1
Classification:	Consulting Services	Bid Supplements	0
Category:	Education and Training Services		
Approved Budget for the Contract:	PHP 594,000.00	Document Request List	0
Delivery Period:	5 Day/s		
Client Agency:		Date Published	07/11/2023
Contact Person:	Lawrence Jacosalem Alcantara Supply Officer 351 Sen. Gil Puyat Ave. Makati City Metro Manila Philippines 63-8-4595200 Ext.212 63-8-5533530 dotncr.bac@tourism.gov.ph	Last Updated / Time	06/11/2023 15:19 PM
		Closing Date / Time	10/11/2023 08:00 AM

Description

CONSULTANCY SERVICES

Project Name :

CONDUCT OF REGIONAL INDUSTRY TRAINING PROGRAMS IN NCR FY. 2023

IMPLEMENTATION DATE:

A. Safety and Security Seminar with Filipino Brand of Service Excellence – November 16 and 17, 2023

B. Barrier-Free Tourism Seminar with Filipino Brand of Service Excellence – November 20 and 21, 2023

C. MICE 101 – November 22, 2023

(*subject to change due to the availability of speakers, venue, and to be agreed by the DOT-NCR and the supplier in coordination with the concerned LGU/stakeholders)

TARGET PARTICIPANTS

Mabuhay Accommodations in Metro Manila, Customer Service Agents and Porters in Ninoy Aquino International Airport Terminals 1-4 and Manila North and South Harbor, Tourism Officers and Local Government Units in Metro Manila
BRIEF BACKGROUND AND PROJECT DESCRIPTION:

The Department of Tourism – National Capital Region (DOT-NCR), through its Industry Manpower Development Unit, will conduct the Regional Industry Training Programs such as MICE 101: Introduction to Meetings, Incentives, Conventions and Exhibitions/Events (MICE) for LGUs, Barrier-Free Tourism Seminar and Safety and Security Seminar (PDEA TOP-AID) that would highlight the role of the private sectors in promoting equality, safety, and protection of the tourist within their establishment in connection to the promotion of the MICE Industry of the region.

These seminars will strengthen the MICE Industry together with the promotion of drug-free tourist destination and inclusivity in the tourism workforce in the National Capital Region.

OBJECTIVES:

A. Safety and Security Seminar (PDEA TOP-AID) with FBSE

- To end the proliferation of dangerous drugs in areas with high-tourism traffic
- To promote the government's anti-drug initiatives and programs
- Intensify the agency's mandate against the drug menace
- Conduct Drug-Free Workplace lecture for Tourism-related Establishments

B. Barrier-Free Tourism Seminar with FBSE

- Orient tourism frontliners on how to assist PWDs, pregnant women, the elderly and those travelling with children in an easy to follow, practical and appropriate ways,
- Enhance the mobility of PWDs to make their travel smooth, safe, and trouble-free
- Professionalize overall frontline services to tourists

C. Meetings, Incentives, Conventions and Exhibitions (MICE) 101

- To train local tourism officers in Metro Manila to be an active MICE players / stakeholder
- To advance the Region as the top MICE destination in the country

D. Filipino Brand of Service Excellence

- To continuously improve the quality of service provided by the frontline officers and raise customer satisfaction;
- To equip the participants with effective techniques to handle customer concerns through a tourists' friendly approach;
- To describe the communication process, barriers to communication and listening skills as effective communication tools among the participants in order to produce more empathetic and efficient frontline officers;
- To help the participants understand/apply the Filipino Brand of Service Excellence;

COURSE OUTLINE:

A. Safety and Security Seminar (PDEA TOP-AID) with FBSE

- Module I – PDEA TOP-AID Program
- Module II – PDEA Organization Structure
- Module III – Drug-Free Workplace
- Module IV – Community Interaction (Open Forum)

B. Barrier-Free Tourism Seminar with FBSE

- Module I – UNCRPD General Obligations Article 4.3 and; Laws on the Rights of the Persons with Disabilities (PWDs)
- Module II – Disability Perspective
- Module III – Practical and Appropriate ways of Handling Persons with Disabilities (PWDs)
 - Orthopedically Handicapped
 - Visual Impairment
 - Hearing Impairment
 - Persons With Autism

C. Meetings, Incentives, Conventions and Exhibitions (MICE) 101

- Philippine MICE Roadmap
- Introduction to Meetings and Convention
- Introduction to Exhibitions
- Events and Mega Events
- Incentives 101
- Promoting Philippines as a MICE Destination
- Establishing local MICE Organization

D. Filipino Brand of Service Excellence (FBSE)

- Module I - Service Excellence and the 7M's of Filipino Values
- Module II - Delivering Excellent Service using the GUEST Technique
- Module III - The HEART of Service Recovery

METHODOLOGY:

A. - Safety and Security Seminar (PDEA TOP-AID)

- Lecture discussion / presentations

B. Barrier-Free Tourism Seminar and FBSE

- Lectures/discussions
- Group activities

- Case exercises

C. MICE 101: Introduction to Meetings, Incentives, Conventions and Exhibitions

- Lecture-discussion
- Workshops

D. Filipino Brand of Service Excellence

- Lecture-discussion
- Dialogues
- Audio-visual
- Demonstration

SCOPE OF WORK/DELIVERABLES

PRE-EVENT

1. Conceptualize, manage and facilitate the whole event with three (3) runs of the Regional Training Programs F.Y. 2023
2. Design and development of training program using current training needs, information and identified knowledge/capacity gaps and DOT-OIMD standards and the DOT-NCR's objectives
3. Collaborate with the DOT-NCR team, private organizations/partners, cooperative, non-government organization, if applicable, and in conceptualizing the program design, providing academic direction, scheduling and selection of speakers/subject matter experts, assigning course topics, presentation, among others;
4. Must include rental of venue with meals and audio-visual equipment (projector, speakers and microphones)
5. Engage directly with DOT-accredited speakers specific for the training program, ensure all contents and presentation are aligned to the DOT-NCR directions, theme, topic and goals;
6. Draft and send out event invitation to target participants;
7. Draft and send out event invitation to DOT-accredited trainer and/or special guests
8. Draft and prepare speeches for principals;
9. Provide manpower to facilitate DOT registration form, attendance sheet per day, pre-and post test, feedback forms and provide management/assistance during workshop activities of the training programs
10. Must include the preparation of event's key visual, layout, and translations;
11. Create and manage pre-event social media postings, boosting and promotions;
12. Cover communication expenses for the preparation and duration of the training;
13. Be present, document and submit minutes of all meetings (virtual or actual) of the secretariat and working committees;
14. Sourcing of ten (10) non-food tokens / giveaways / prizes for participants per run of training. Present a variety of choices and package subject to DOT-NCR's approval.

DURING EVENT

1. Mount a full technical run and briefing for speaker and other staff assigned prior the start of the program
2. Ensure all participants have accomplished the registration form and pre-test before start of the program. Ensure that the Attendance sheet and Feedback forms are fully accomplished by participants before releasing the certificates
3. Provide certificates/e-certificates to participants with control code from DOT-NCR and certificate of appreciation to resource speaker.
4. Prepare and conduct an ice breaker / game and knowledge check activity each training. Selected winners will be given token / prize.
5. Ensure that the Acknowledgement Receipt for certificates and/tokens are filled out and signed.
6. Facilitate at least ten (10) photo documentation and one (1) "Mabuhay" video of participants and speaker at the end of the program.

POST EVENT

1. Must include transportation expenses or courier/delivery fees, if necessary;
2. Submit final documentation/proceedings, forms of the training program, modules/presentation, event materials aligned with the checklist provided by DOT-NCR within 10 working days after the training:
 - Invitation to Participants and Speaker
 - Program of Activities
 - Speech (if applicable)
 - Pre-Test and Post Test
 - Registration Form / List
 - Attendance Sheet
 - Acknowledgement Receipt for Certificates and Tokens
 - Client Satisfaction / Post-Feedback Form / List
 - Terminal Report (OIMD Template)
3. Must assist in encoding the gathered training/seminar data into the required OIMD links, if necessary

REQUIREMENTS FOR SUPPLIER:

- A. Must be a consultancy service provider that specializes in conducting/facilitating/organizing trainings and utilizing training modules and programs approved by DOT-OIMD.
- B. Must submit a list of current and previously conducted trainings or similar projects with DOT.
- C. Must submit a plan of approach/methodology with timeline for the execution of the overall scope of the project.
- D. Duly registered Philippine company with appropriate government Agency.
- E. Highly experienced in conducting and organizing high impact trainings that are of value to Filipinos.
- F. Must be registered with the Philippine Government Electronic Procurement Systems (PhilGEPS).
- G. Must provide a breakdown of prices and services included in the quotation complete with E-VAT and other government taxes;
- H. Amenable to government procedure or send-bill arrangement and preferably with Land Bank of the Philippines account.

- I. Must submit a curriculum vitae/professional license and company profile
- J. With an office in Metro Manila.

BUDGETARY REQUIREMENTS:

ITEM DESCRIPTION AMOUNT

A. Safety and Security Seminar with FBSE (PDEA TOP-AID)

Venue with Supplied Meals (Php 1,200 x 55 pax x 2 days) ₱ 132,000.00

Van Hire (Php 9,200 x 2 days) ₱ 18,400.00

Speaker's Honorarium (Php 1,200 x 16 hours) ₱ 19,200.00

Knowledge Check Tokens (Php 600 x 10) ₱ 6,000.00

Training Kits

- Notepad / Notebook – (Php 52.00 x 60pcs) = Php 3,120.00

- Pens – (Php 13.00 x 100 pcs) = Php 1,300.00

- Nametags

- Badge Clip – (Php 36.00 x 60pcs) = Php 2,160.00

- ID Case – (Php 15.00 x 60pcs) = Php 900.00 ₱ 7,480.00

Office Supplies

- Long Folder (Php 29 x 20 pcs) = Php 580.00

- Plastic Paper Clips (Php 37 x 1 box) = Php 37.00

- Metal Paper Clips (Php 179 x 1 box) = Php 179.00

- Permanent Marker (Php 37 x 4 pcs) = Php 148.00

- A4 Size Bond Paper (Php 259 x 5 rims) = Php 1,295.00

- Long Size Bond Paper (Php 286 x 3 rims) = Php 858.00 ₱ 3,097.00

Printer ₱ 30,999.00

Printing / Collateral Expense

- Ink (CYMK) (Php 1,499 x 4) = Php 5,996.00

- Roll-up Banners (30" x 80") – (Php 2,000 x 1 pc) = Php 2,000.00 ₱ 7,996.00

Communication Expense ₱ 300.00

Admin Fee (Manpower Assistance; Trainer's Assistant / Moderator's Fee; Supervising and Managing the seminar; Documentation and Reports; Courier Expenses, if Applicable) ₱ 16,000.00

Miscellaneous Expenses / Contingency Fund ₱ 2,329.00

Subtotal A ₱ 243,801.00

B. Barrier-Free Tourism Seminar with FBSE

Venue with Supplied Meals (Php 1,200 x 55 pax x 2 days) ₱ 132,000.00

Van Hire (Php 9,200 x 2 days) ₱ 18,400.00

Speaker's Honorarium (Php 1,200 x 16 hours) ₱ 19,200.00

Knowledge Check Tokens (Php 600 x 10) ₱ 6,000.00

Training Kits

- Notepad / Notebook – (Php 52.00 x 60pcs) = Php 3,120.00

- Pens – (Php 13.00 x 100 pcs) = Php 1,300.00

- Nametags

- Badge Clip – (Php 36.00 x 60pcs) = Php 2,160.00

- ID Case – (Php 15.00 x 60pcs) = Php 900.00 ₱ 7,480.00

Office Supplies

- Long Folder (Php 29 x 20 pcs) = Php 580.00

- Plastic Paper Clips (Php 37 x 1 box) = Php 37.00

- Metal Paper Clips (Php 179 x 1 box) = Php 179.00

- Permanent Marker (Php 37 x 4 pcs) = Php 148.00

- A4 Size Bond Paper (Php 259 x 5 rims) = Php 1,295.00

- Long Size Bond Paper (Php 286 x 3 rims) = Php 858.00 ₱ 3,097.00

Projector ₱ 20,995.00

Printing / Collateral Expense

- Ink (CYMK) (Php 1,499 x 4) = Php 5,996.00

- 5' x 8' Tarpaulin = Php 560.00

- Roll-up Banners (30" x 80") – (Php 2,000 x 1 pc) = Php 2,000.00 ₱ 8,556.00

Communication Expense ₱ 300.00

Admin Fee (Manpower Assistance; Trainer's Assistant / Moderator's Fee; Supervising and Managing the seminar; Documentation and Reports; Courier Expenses, if Applicable) ₱ 16,000.00

Miscellaneous Expenses / Contingency Fund ₱ 2,329.00

Subtotal B ₱ 234,357.00

M.I.C.E 101

Venue with Supplied Meals (Php 1,200 x 50 pax x 1 day) ₱ 60,000.00

Van Hire (Php 9,200 x 1 day) ₱ 9,200.00

Speaker's Honorarium (Php 1,200 x 8 hours) ₱ 9,600.00

Knowledge Check Tokens (Php 600 x 10) ₱ 6,000.00

Training Kits

- Notepad / Notebook – (Php 52.00 x 60pcs) = Php 3,120.00

- Pens – (Php 13.00 x 100 pcs) = Php 1,300.00

- Nametags

- Badge Clip – (Php 36.00 x 60pcs) = Php 2,160.00

- ID Case – (Php 15.00 x 60pcs) = Php 900.00 ₱ 7,480.00

Office Supplies

- Long Folder (Php 29 x 20 pcs) = Php 580.00

- Plastic Paper Clips (Php 37 x 1 box) = Php 37.00

- Metal Paper Clips (Php 179 x 1 box) = Php 179.00

- Permanent Marker (Php 37 x 4 pcs) = Php 148.00
- A4 Size Bond Paper (Php 259 x 5 rims) = Php 1,295.00
- Long Size Bond Paper (Php 286 x 3 rims) = Php 858.00
- Acrylic L-Type Stand (Php 161 x 5 pcs) = Php 805.00
- Acrylic Triangle Stand (Php 94 x 5 pcs) = Php 470.00 ₱ 4,372.00
Extension Cord (Php 2,000 x 3 pcs) = Php 6,000.00 ₱ 6,000.00
Printing / Collateral Expense
- 5' x 8' Tarpaulin = Php 560.00
- Roll-up Banners (30" x 80") - (Php 2,000 x 1 pc) = Php 2,000.00 ₱ 2,560.00
Communication Expense ₱ 300.00
Admin Fee (Manpower Assistance; Trainer's Assistant / Moderator's Fee; Supervising and Managing the seminar; Documentation and Reports; Courier Expenses, if Applicable) ₱ 8,000.00
Miscellaneous Expenses / Contingency Fund ₱ 2,330.00
Subtotal C ₱ 115,842.00
GRAND TOTAL (inclusive of Tax) ₱ 594,000.00

APPROVED BUDGET FOR THE CONTRACT (ABC)
FIVE HUNDRED NINETY FOUR THOUSAND ONLY
(PHP 594,000.00)

(inclusive of all applicable taxes, EVAT/VAT/government taxes/service charge/ and other applicable taxes and charges)

PAYMENT PROCEDURE:

Upon completion of the project and delivery of all requirements as agreed upon, government procedure and subject to appropriate government taxes.

LEGAL/TECHNICAL REQUIREMENTS TO BE SUBMITTED

1. Current Mayor's/Business Permit
2. PhilGEPS Registration Number
3. Latest Income/Business Tax Return
4. Original or Certified True Copy of Duly Notarized Omnibus Sworn Statement
5. Company Profile and Curriculum Vitae

CONTACT PERSON:

Mr. Mark Ryan Isidro - mjisidro@tourism.gov.ph

Other Information

Please quote your lowest price for the above requirements and submit your quotation along with documentary requirements VIA PERSONAL SERVICE AND/ OR COURIER in three (3) original sets IN A SEALED ENVELOPE to this office address:

DOT NCR BAC SECRETARIAT

Mr. Lawrence J. Alcantara – Head, NCR BAC Secretariat
2nd Floor, DOT Building, 351 Sen. Gil Puyat Avenue, Makati City

Note: Deadline of submission is on November 10, 2023 @ 8:00 am

Created by Lawrence Jacosalem Alcantara

Date Created 06/11/2023

The PhilGEPS team is not responsible for any typographical errors or misinformation presented in the system. PhilGEPS only displays information provided for by its clients, and any queries regarding the postings should be directed to the contact person/s of the concerned party.