



## Bid Notice Abstract

### Request for Quotation (RFQ)

**Reference Number** 10406665  
**Procuring Entity** DEPARTMENT OF TOURISM - NCR  
**Title** GROUND HANDLING SERVICES (TOUR OPERATOR) STRENGTHENING TOURISM THROUGH CREATING OPPORTUNITIES AND RENDERING EXCELLENT SERVICE (S.T.O.R.E.S.) FOR RIZAL PARK VENDORS; A COMMUNITY-BASED TOURISM TRAINING  
**Area of Delivery** Metro Manila

|  |  |                              |                     |
|--|--|------------------------------|---------------------|
| <b>Solicitation Number:</b>              | NCR-2023-12-76   | <b>Status</b>                | <b>Pending</b>      |
| <b>Trade Agreement:</b>                  | Implementing Rules and Regulations   |                              |                     |
| <b>Procurement Mode:</b>                 | Negotiated Procurement - Small Value Procurement (Sec. 53.9)   | <b>Associated Components</b> | 1                   |
| <b>Classification:</b>                   | Goods - General Support Services   | <b>Bid Supplements</b>       | 0                   |
| <b>Category:</b>                         | Travel, Food, Lodging and Entertainment Services   |                              |                     |
| <b>Approved Budget for the Contract:</b> | PHP 553,194.00   | <b>Document Request List</b> | 0                   |
| <b>Delivery Period:</b>                  | 5 Day/s  |                              |                     |
| <b>Client Agency:</b>                    |  | <b>Date Published</b>        | 08/12/2023          |
| <b>Contact Person:</b>                   | Lawrence Jacosalem Alcantara<br>Supply Officer<br>351 Sen. Gil Puyat Ave.<br>Makati City<br>Metro Manila<br>Philippines<br>63-8-4595200 Ext.212<br>63-8-5533530<br>dotncr.bac@tourism.gov.ph | <b>Last Updated / Time</b>   | 07/12/2023 14:23 PM |
|  |  | <b>Closing Date / Time</b>   | 13/12/2023 08:00 AM |

**Description**

I. BRIEF BACKGROUND:  
 Rizal Park stands as a testament to the country's rich history and cultural heritage. Nestled in the heart of Manila, it attracts both locals and tourists alike, offering a serene and picturesque environment amidst the bustling urban landscape. Amidst the monuments and landscapes, Rizal Park Vendors play an integral part of the overall tourism experience, contributing to the dynamic ambiance and cultural richness of the area. These vendors, offering refreshments, local delicacies, and unique handcrafted items, they share the essence of Filipino heritage. In this balance with culture and commerce, Rizal Park vendors emerge as essential contributors to the overall allure of the park and the broader tourism industry.

II. OBJECTIVES:  
 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;  
 Gender Development Objectives:  
 Promote equal opportunities for men and women to receive training and be employed in the tourism industry;  
 Targeting some 45% women participants.

III. SCOPE OF WORK / DELIVERABLES  
 Date of Engagement:  
 Implementation Date : December 19-20 and 21-22, 2023 (2 runs)  
 (\*subject to change due to the availability of speakers, venue to be agreed upon by

the DOT-NCR and the supplier/service provider in coordination with the concerned LGU/stakeholders)

Target Participants : Fifty (50) participants and facilitators  
 Target Participants : Rizal Park Vendors  
 Area : Archives Gallery, Rizal Park, Manila  
 Components : Face-to-face Training

**COURSE OUTLINE**  
 DAY 1: Strengthening Tourism through creating Opportunities and Rendering Excellent Service (S.T.O.R.E.S.) for Rizal Park Vendors; A Community-based Tourism Training (1day/8 hours)  
 Module I – Understanding the Small Business in the Philippines  
 Module II – Developing Small Business Sales Professionals  
 Module III – Managing the Small Business  
 DAY 2: Filipino Brand of Service Excellence Seminar (1day/8 hours)  
 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

**TRANSPORTATION**  
 DOT Office and Points in Metro Manila to the venue and Vice Versa:  
 - 1 Van Hire - DOT Office to any point in Metro Manila and Vice versa  
 - 1 unit of air-conditioned van  
 - Inclusive of: Driver, Driver's Meals, Fuel, Parking, Toll Fees, Driver's Fee  
 - Driver must be fully vaccinated  
 - 9,200.00/day x 4 days = 36,800.00

**DATE**  
 19-22 December 2023 1 Service Vehicle for DOT-NCR Staff (Includes service from Pick up in points in Metro Manila)

**SPEAKER'S HONORARIUM**  
 - Facilitate payment for speakers based on their number of hours of service rendered.  
 Speaker's Honorarium (Php1,200/ hour)  
 Speaker – Php 1,200 x 32 hours  
 38,400

**MEALS**  
 Provide Packed-Lunch and PM Snack for the participants.  
 Must include refreshments such as bottled waters or juices.  
 Provide AM Snack, Lunch and PM Snack for the Facilitators and Speaker  
 Must include refreshments such as bottled waters or juices.

**Meals**  
 - AM Snack, Lunch and PM Snack (DOT-NCR Team, Facilitator and Speaker)  
 (Php 220 x 3 x 5 pax x 4 days = Php 13,200)  
 - Lunch and PM Snack (Participants)  
 (Php 220 x 2 x 45 pax x 4 days = Php 79,200)  
 92,400

**GIVEAWAYS**  
 Sourcing of seven (20) non-food tokens / giveaways / prizes for participants, VIP and guests. Present a variety of choices and package subject to DOT-NCR's approval.

**COMMUNICATION EXPENSE**  
 - Php 300 to be used for communication expense of the Project Officer

**PRINTING / COLLATERAL EXPENSES**  
 Must provide 2 Roll-up Banners (80 inches x 30 inches) to be approved and designed by the Project Officer

**OFFICE SUPPLIES**  
 Provision of the following:  
 - Badge Clip – (Php 36.00 x 50pcs) = Php 1,800.00  
 - ID Case – (Php 15.00 x 50pcs) = Php 750.00  
 - A4 Size Bond Paper – (Php 259 x 5 reams) = Php 1,295.00  
 - Customized Ballpen = Php 13 x 100 pcs = Php 1,300  
 - Manila Paper – (Php 5 x 5pcs) = Php 25  
 - Permanent Marker – (Php 33 x 5pcs) = Php 165  
 Masking Tape – (Php 50 x 3pcs) = Php 150  
 Double Sided Tape (5 pcs x 51) = Php 255  
 Packing Tape (5 pcs x 62) = Php 310  
 Scissors (2 pc x 158) = Php 316  
 Staple Wire (3 x 42) = Php 126

**VENDOR KABUHAYAN KITS**  
 Provision of the following:  
 - Customized Two Piece T-Shirt: 90 pcs  
 - Apron with Cap: 90 pcs  
 - Cash Box: 90 pcs  
 - Cooler Box: 90pcs  
 - Foldable Table: 6 pcs  
 - Foldable Chairs: 24 pcs  
 - Signages: 90 pcs  
 - Large Umbrellas: 6 pcs

**BUDGETARY REQUIREMENTS**  
 Strengthening Tourism through creating Opportunities and Rendering Excellent Service (S.T.O.R.E.S.) for Rizal Park Vendors; A Communitybased Tourism Training

**PARTICULARS**

| ITEM  | AMOUNT    |
|---|-----------|
| Speaker's Honorarium (Php1,200 x 16 hours)                  | 19,200.00 |
| Meals   |           |
| Speaker, DOT-NCR and NPDC Team – AM Snack, Lunch, PM Snacks |           |
| (Php 220 x 3 x 5 pax x 2days = Php 6,600)                   |           |

45 Participants/run (Lunch and PM Snacks)  
 (Php 220 x 2 x 45 pax x 2days =Php 39,600)  
 46,200.00  
 Van Hire (Php 9,200 x 2 days) 18,400.00  
 Communication Expense (Project Officer) 300  
 Office Supplies  
 - Badge Clip - (Php 36.00 x 50pcs) = Php 1,800.00  
 - ID Case - (Php 15.00 x 50pcs) = Php 750.00  
 - A4 Size Bond Paper - (Php 259 x 5 reams) = Php 1,295.00  
 - Customized Ballpen = Php 13 x 100 pcs = Php 1,300  
 - Manila Paper - (Php 5 x 5pcs) = Php 25  
 - Permanent Marker - (Php 33 x 5pcs) = Php 165  
 Masking Tape - (Php 50 x 3pcs) = Php 150  
 Double Sided Tape (5 pcs x 51) = Php 255  
 Packing Tape (5 pcs x 62) = Php 310  
 Scissors (2 pc x 158) = Php 316  
 Staple Wire (3 x 42) = Php 126  
 6,492.00  
 Vendor Kabuhayan Startup Kits  
 - Customized Two Piece T-Shirt -(Php 299 x 2 x 45) = Php  
 26,910  
 - Apron with Cap - (Php 380 x 45) = Php 17,100)  
 - Cash Box - (Php 599 x 45) = Php 26,955  
 - Cooler Box - (Php 1,499 x 45) = Php 67,455  
 - Foldable Table - (Php 1,530 x 3) = Php 4,590  
 - Foldable Chairs - (Php 479 x 12) = Php 5,748  
 - Signages - (Php 340 x 45) = Php 15,300  
 - Large Umbrellas - (Php 2,649 x 3) = Php 7,947  
 172,005.00  
 Token for VIP's, Guests, and Knowledge Check Tokens (Php  
 600 x 20)  
 12,000.00  
 Printing / Collateral Expenses  
 - 1 (Roll-up Banner) 2,000.00  
 COST PER RUN ₱276,597.00  
 GRAND TOTAL (2 runs) ₱553,194.00

**MINIMUM REQUIREMENTS:**

1. Must be a DOT-Accredited Tour Operator
2. Duly registered Philippine company with appropriate government Agency.
3. Amenable to government procedure or send-bill arrangement and preferably with Land Bank of the Philippines account.
4. With an office in Metro Manila.

**Documentary Requirements to be Submitted:**

- Valid Mayor's Business Permit
- PHILGEPs Membership
- DOT Accreditation Certificate
- Latest Income/Business Tax Return
- Duly Notarized Omnibus Sworn Statement

**Approved Budget for the Contract (ABC):**

Php 553,194.00

Pesos : Five Hundred Fifty-Three Thousand One Hundred Ninety-Four Only

\* inclusive of all applicable taxes, EVAT/VAT/government taxes/service charge/and other applicable taxes and charges net upon completion of the project and delivery of all requirements as agreed upon.  
 Government procedure and subject to appropriate government taxes

**Contact Persons:**

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 December 13, 2023 at 8:00am

**Created by** Lawrence Jacosalem Alcantara

**Date Created** 07/12/2023

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