DEPARTMENT OF TOURISM National Capital Region Telefax: 8553-3530 Direct Line: 8553-3531/09202909993 Email: dotncr.bac@tourism.gov.ph

Date: December 07, 2023

GENTLEMEN:

REQUEST FOR QUOTATION Kindly quote to us your latest price(s) on the following item(s):

QTY	Kir UNIT	ndly quote to us your latest price(s) on the following item(s): ITEM/DESCRIPTION/SPECIFICATION	UNIT PRICE
QII	UNII	GROUND HANDLING SERVICES (TOUR OPERATOR)	UNIT FRICE
1 (One)	Lot	PROJECT NAME : STRENGTHENING TOURISM THROUGH CREATING OPPORTUNITIES AND RENDERING EXCELLENT SERVICE (S.T.O.R.E.S.) FOR RIZAL PARK VENDORS; A COMMUNITY-BASED TOURISM TRAINING	
		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. 	
		• 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	
		: Rizal Park Vendors	
		Area: Archives Gallery, Rizal Park, ManilaComponents: 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	

- Inclusive of: Driver, - Driver must be fully	 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 DO from Pick up in points in	T-NCR Staff (Includes service n Metro Manila)	
SPEAKER'S HONORARI	UM		
- Facilitate payment for rendered.	speakers based on their n	umber of hours of service	
Speaker's Honorarium (PhP – Speaker – Php 1,200		38,400	
	x 52 Hours		
o Must include – Provide AM Snack, Lu	Snack (DOT-NCR Team, lays = Php 13,200) ticipants)	tled waters or juices. Facilitators and Speaker	
participants, VIP and gues to DOT-NCR's approval. <i>COMMUNICATION EXPI</i> - Php 300 to be used <i>PRINTING / COLLATER</i>	sts. Present a variety of E NSE for communication expe AL EXPENSES up Banners (80 inches x 3	 e / giveaways / prizes for choices and package subject ense of the Project Officer 30 inches) to be approved 	
OFFICE SUPPLIES Provision of the follo Badge Clip – (Php 36 ID Case – (Php 15.00 A4 Size Bond Paper – Customized Ballpen Manila Paper – (Php Permanent Marker – Masking Tape – (I Double Sided Tap Packing Tape (5 p Scissors (2 pc x 1) Staple Wire (3 x 4) VENDOR KABUHAYA Provision of the follo	<i>pwing:</i> 5.00 x 50pcs) = Php 1,800 (x 50pcs) = Php 750.00 - (Php 259 x 5 reams) = Ph = Php 13 x 100 pcs = Php 1 5 x 5pcs) = Php 25 (Php 33 x 5pcs) = Php 165 Php 50 x 3pcs) = Php 150 ie (5 pcs x 51) = Php 255 pcs x 62) = Php 310 58) = Php 316 42) = Php 126 <i>AN KITS</i> <i>pwing:</i> Piece T-Shirt: 90 pcs 60 pcs s pcs	p 1,295.00 ,300	
- Signages: 90 pcs - Large Umbrellas:	-		
BUDGETARY REQUIRE	MENIS		

based Tourism Training	ITER/
PARTICULARS	ITEM AMOUNT
aker's Honorarium (PhP1,200 x 16 hours)	19,200.00
als aker, DOT-NCR and NPDC Team – AM Snack, Lunch, PM cks p 220 x 3 x 5 pax x 2days = Php 6,600) Participants/run (Lunch and PM Snacks)	46,200.00
p 220 x 2 x 45 pax x 2days =Php 39,600)	18,400.00
Hire (Php 9,200 x 2 days)	300
nmunication Expense (Project Officer) ce Supplies	6,492.00
dge Clip – (Php $36.00 \times 50 \text{pcs}$) = Php 1,800.00 Case – (Php $15.00 \times 50 \text{pcs}$) = Php 750.00 Size Bond Paper – (Php $259 \times 5 \text{ reams}$) = Php 1,295.00 stomized Ballpen = Php 13 $\times 100 \text{ pcs}$ = Php 1,300 anila Paper – (Php $5 \times 5 \text{pcs}$) = Php 25 rmanent Marker – (Php $33 \times 5 \text{pcs}$) = Php 165 sking Tape – (Php $50 \times 3 \text{pcs}$) = Php 150 tble Sided Tape (5 pcs $\times 51$) = Php 255 king Tape (5 pcs $\times 62$) = Php 310 sors (2 pc $\times 158$) = Php 316 ole Wire (3 $\times 42$) = Php 126	
	152.005.00
Idor Kabuhayan Startup Kits Customized Two Piece T-Shirt - (Php 299 x 2 x 45) = Php 26,910	172,005.00
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	
ten for VIP's, Guests, and Knowledge Check Tokens (Php x 20)	12,000.00
nting / Collateral Expenses 1 (Roll-up Banner)	2,000.00
COST PER RUN	₽276,597.00
GRAND TOTAL (2 runs)	₱553,194.00
IUM REQUIREMENTS:	
Must be a DOT-Accredited Tour Operator Duly registered Philippine company with appropriate go Amenable to government procedure or send-bill arran with Land Bank of the Philippines account. With an office in Metro Manila.	
nentary 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 <u>553,194</u> .00 : Five Hundred Fifty-Three Thousand One Hundred inclusive of all applicable taxes, EVAT/VAT/government taxes/service charge/and other applicable taxes.	d Ninety-Four Only vlicable taxes and charges
net upon completion of the project and delivery of all requirements as ag <i>Government procedure and subject to appropriate government t</i> ct Persons:	
Mr. Mark Ryan Isidro - <u>mjisidro@tourism.gov.ph</u> 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:	
CR BAC SECRETARIAT vrence J. Alcantara – Head, NCR BAC Secretariat	
	55:

This office desires to place an order for the above item(s) with the minimum delay. Your firm quotation will help us very much in placing the order.

Thank you

PRINT NAME OF DEALER/SUPPLIER

ADDRESS OF DEALER/SUPPLIER

CONTACT NUMBER(s)

TIN: ____

LANDBANK ACCOUNT NUMBER

AUTHORIZED SIGNATURE OVER PRINT NAME

NCR-ADMIN-PMD-004-00

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